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Assessing the Provision of Interim Services role in Promoting Livelihood Strategies in Informal Settlements. Case of aMaoti-Mozambique in iNanda.

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A dissertation submitted in partial fulfilment of the requirements for the Masters of Housing Degree in the School of Built Environment and Development Studies

2018

DECLARATION – PLAGIARISM

I declare that

- (i) The research reported in this dissertation, except where otherwise indicated, is my original work.
- (ii) This dissertation has not been submitted for any degree or examination at any other university.
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DEDICATION

This dissertation is dedicated to my late grandfather Mr. Damane Tenza and grandmother Mrs. Mabel Tenza for their love and support that encouraged me to become the first in the family to pursue a Master's degree and encouraging me to be the best that I can be.

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LIST OF ACRONYMS

ANC	African National Congress.
BNG	Breaking New Ground.
CAB	Communal Ablution Blocks.
CBD	Central Business District.
CCC	Central Coordination Committee.
CLO	Community Liaison Officer.
DHS	Department of Human Settlements.
DSTV	Dual Satellite Television.
DSW	Durban Solid Waste.
EM	eThekwini Municipality.
EWS	eThekwini Water & Sanitation.
FET	Further Education and Training.
GEAR	Growth Employment and Redistribution strategy.
GSS	Global Strategy for Shelter.
HAD	Housing Development Agency.
IDP	Integrated Development Plan.
ILO	International Labour Organisation.
INK	INanda, Ntuzuma, KwaMashu.
IMF	International Monetary Fund
LED	Local Economic Development.
LGED	Local Government Engineering.
MDG	Millennium Development Goals.

NUSP	National Upgrading Support Programme
OCR	Organisation Civic Rights.
PIC	Project Implementation Committee.
PIO	Project Implementation Officer.
PM	Project Manager.
PPT	Project Preparation Trust.
SIP	Slum Improvement Programme.
SL	Sustainable Livelihoods.
UISP	Upgrading of Informal Settlements.
UKZN	University of KwaZulu Natal.
UN	United Nations.
UNCED	United Nations Conference on Environment and Development.
UNDP	United Nations Development Programme.
UNICEF	United Nation Children's Emergency Fund
USA	United States of America.
VIP	Ventilated Improved Pit
WB	World Bank.
WEP	World Employment Programme.

ABSTRACT

Rapid urbanisation, especially in developing countries, has led to the mushrooming of informal settlements that lack basic services such as water, sanitation and electricity. This study assesses the extent to which the provision of interim basic services to informal settlements that are due for incremental upgrading or relocation promotes livelihood strategies, using aMaoti-Mozambique in iNanda, eThekweni Municipality, as a case study. The study's objectives included exploring the nature of the livelihood strategies that could be adopted given the provision of interim services; the challenges associated with providing such services; the role players in the provision of interim services; and lessons for policy and practice. A qualitative research approach was adopted and a questionnaire, in-depth interviews and observation were used to gather data. The study revealed that aMaoti-Mozambique was provided with electricity, water, sanitation, waste management, and roads. Community members expressed satisfaction with these services. In terms of livelihood strategies, it was found that some residents opted not to receive government-funded housing as they have already developed their homes. The freedom to self-build with the provision of interim services has created sustainable livelihoods for future generations. Furthermore, residents have utilised the interim services provided to start numerous small businesses that serve the local community. In order to build on this success, the study recommends that a bottom-up approach be adopted and that community participation be strengthened. This would ensure that such projects meet residents' needs and promote local custodianship of the infrastructure and services provided. It is also recommended that basic services such as water and sanitation should be provided inside households. Finally, innovative, cost-effective new technologies should be harnessed to improve living conditions in informal settlements.

CHAPTER ONE: INTRODUCTION TO THE STUDY

1.1 Introduction

This study assesses the extent to which the provision of interim basic services to informal settlements that are due for incremental upgrading or relocation promotes livelihood strategies. Using aMaoti-Mozambique in iNanda, eThekweni Municipality as a case study, it identifies the challenges confronting inhabitants of informal settlements due to the lack of basic services such as water, sanitation, roads, footpaths, waste management systems, and electricity. The number of informal settlements in South Africa's nine major cities (Durban, Port Elizabeth, Bloemfontein, Johannesburg, Polokwane, Nelspruit, Rustenburg, Kimberly and Cape Town) increased from an estimated 300 in 1994 to more than 2 700 in 2009, providing shelter to nearly 1.2 million households. It is further estimated that the number of such settlements is growing at a rate of 2% - 6% per annum across different councils (DHS, 2009).

Part 3 of South Africa's National Housing Code (2009) states that illegality, inappropriate location, limited public or private sector investment, poverty, vulnerability, and social ills such as crime, social fragmentation, and substance abuse characterise informal settlements. The Code seeks to integrate, compact and reconstruct these spatial fragments in order to integrate the poor (predominantly black people) into the fibre of the city (previously reserved for whites) in pursuit of equity and social justice (DHS, 2009). According to Misselhorn (2008), inhabitants of informal settlements in South Africa confront challenges such as poor infrastructure, limited access to basic services and insecure tenure. It is estimated that 28% of households in South Africa have insecure tenure and lack access to basic services (Misselhorn, 2008).

New policy directives on informal settlements were initiated through Breaking New Ground (BNG): A Comprehensive Plan for the Development of Sustainable Human Settlements and the National Housing Code (2004) after more than a decade of adverse 'unintended consequences' in housing delivery. Participatory, flexible, integrated and situational responsive upgrade policies are also proposed in Part 3 of the National Housing Code (DHS, 2009) – Upgrading of Informal Settlements Program (UISP) – and the BNG. Upgrading rather than eradication and relocation to site-and-service Greenfield

developments will advance the poor's 'right to the city' through promoting spatial centrality and long-term sustainability (DHS, 2009).

However, not all informal settlements in South Africa can be conventionally upgraded. Some go through a relocation process and others are provided with interim services whilst feasibility studies are carried out. Experience reveals that relocation can take up to five years or more. It is in such a situation that interim basic services are provided. This study assesses the effects of the provision of interim services on livelihood strategies. It hypothesises that community members could use interim services such as roads and footpaths, electricity, water and sanitation, and waste management systems to craft livelihood strategies and improve their quality of life. According to Crous (2012), there is a need for communal interim facilities, such as ablution blocks not only in South Africa but in other developing countries. The backlog of basic services in informal settlements calls for such services to be provided even if only for an interim period to meet the community's immediate needs (Crous, 2012).

1.2 Problem Statement

According to the United Nations (2015), in 2015, a third of the world's population of 7.2 billion people relied on inadequate sanitation services, with an additional 946 million still practicing open defecation, a significant health risk. In the same year, more than 880 million people were estimated to be living in squatter conditions in cities in developing countries like South Africa (United Nations, 2015).

Against this backdrop, it is important to understand the factors responsible for the lack of basic services in informal settlements. Roberts (2006) observes that urbanisation has proceeded at a fast rate, especially in the developing world, with a concomitant increase in the urban population as well as informal settlements. People move closer to Central Business Districts (CBDs) in search of economic opportunities. The high cost of housing results in those in the low-income group occupying vacant land and establishing informal settlements which mushroom rapidly (Turok, 2012).

Provision of basic services cannot keep up with the large number of people who migrate to urban areas on a daily basis, especially in developing countries (Lagardien & Cousins,

2004). This results in a sizeable number of people living below the poverty line in informal settlements. Such settlements generally lack access to adequate and affordable basic services such as water, electricity, sanitation, and waste management (Lagardien & Cousins, 2004).

According to the World Bank (2011), basic services are critical to improve people's lives and create livelihood strategies. The South African government has committed itself to providing a rudimentary amount of free water and electricity to the poor (World Bank, 2011). Where possible, waste removal and sanitation services are provided on an interim basis where permanent services cannot be provided. This study thus sought to determine how the provision of interim services could improve livelihood strategies in informal settlements.

1.3 Main research question

To what extent can the provision of interim services promote livelihood strategies in urban informal settlements?

1.4 Objectives of the study

The objectives of this study are to:

- 1.4.1. Assess if the provision of interim services could promote livelihood strategies.
- 1.4.2 Explore the nature of the livelihood strategies that could be adopted given the provision of interim services.
- 1.4.3 Identify the challenges associated with the provision of interim services.
- 1.4.4 Identify the role players in the provision of interim services.
- 1.4.5 Identify lessons for policy and practice.

1.5 Subsidiary questions

- 1.5.1 Does the provision of interim services promote livelihood strategies?
- 1.5.2 What livelihood strategies could be adopted given the provision of interim services?
- 1.5.3 What challenges are associated with the provision of interim services?

1.5.4 Who are the role players in the provision of interim services?

1.5.5 What lessons for policy and practice can be identified?

1.6 Hypothesis

Proper provision of interim basic services to low-income groups could promote the adoption of livelihood strategies in informal settlements.

1.7 Justification for the Study

This research study examines how effective the use of interim services is in urban informal settlements and the extent to which such services promote livelihood strategies. Its findings could assist policy makers to formulate sound strategies to provide basic services in informal settlements.

1.8 Limitations of the study

The study's main limitation was the lack of basic information on the study area (Mozambique). The information used was sourced from consultants that gathered their own data to design and implement interim water and sanitation facilities for Mozambique. Gaining access to informants was another limitation as the study was conducted in 2016, when municipal elections were held. Furthermore, the inhabitants of Mozambique were wary of participating in the study as they feared that it could negatively impact their chances of receiving government housing. Some also wanted to be compensated for their time. These limitations were overcome by reiterating that the research was solely for academic purposes and providing documentation from the University to verify this. Participants also received monetary compensation.

1.9 Outline of the Dissertation

Chapter One: Introduction

This introductory chapter outlines the research topic, problem statement, the study's objectives, and the focal research question, and subsidiary questions, followed by the hypothesis. It also presents the justification for the study and its limitations.

Chapter Two: Research Methodology

This chapter focuses on the research methods used in this study. The sampling methods employed and the approach adopted to gather and analyse the data are also discussed.

Chapter Three: Conceptual and Theoretical Framework

This chapter presents the theoretical framework adopted for this research study as well as a review of relevant South African literature on the provision of interim services in informal settlements, and livelihood strategies.

Chapter Four: Literature Review

This chapter critically reviews the local and international literature on the concepts and issues relevant to this study.

Chapter Five: Historical Background of the Case Study

This chapter presents the historical background of the township of Mozambique situated in iNanda. It also provides a broader perspective on eThekweni Municipality and aMaoti (the greater Mozambique area) in order to obtain a holistic overview of the case study area.

Chapter Six: Research Findings, Data Analysis and Interpretation

This chapter presents the study's findings arising from the data analysis and interpretation in line with the themes that emerged.

Chapter Seven: Summary of Findings, Conclusions, and Recommendations

This chapter presents a summary of the study's findings, an overall conclusion that draws together its arguments based on the research objectives and questions, and recommendations arising from the findings.

CHAPTER TWO: RESEARCH METHODOLOGY

2.1 Introduction

This chapter discusses the research methods employed to conduct this study. The research methods consist of the approach adopted to gather and analyse data.

2.2 Research Methods

According to Thomas (2010), all research is based on logical assumptions about what constitutes 'valid' research and which research methods are suitable for data collection. It is thus important that such assumptions are stated. A research methodology is the design used to conduct a study, including the tools used to collect and analyse data and the processes and stages involved in a study.

2.3 Research Approach

There are two main approaches to conducting research, namely, qualitative and quantitative. Qualitative studies mainly focus on words and meaning and aim to capture the richness and complexity of human experience, while quantitative studies gather information from participants in numerical form to enable statistical analysis of the findings and their generalisation to the wider population (Patton, 1990). Important theoretical differences and philosophical assumptions distinguish these approaches, including the nature of knowledge, truth, and reality, how this should be recorded, what kind of methods should be used and the role of the researcher in this process. In the past, there were considerable debates about which approach was 'correct' and some academics argued that they were incompatible (Patton, 1990). Nowadays, it is generally accepted that both approaches are valid and have advantages and disadvantages. For this reason, many researchers adopt a pragmatic approach, simply using whichever method is best suited to answer their research questions, while some use a combination of both approaches within the same study (Patton, 1990).

The strength of qualitative research lies in its ability to uncover people's experiences and the reasons why things are the way they are. As qualitative research focuses on small

groups, it can be less expensive than quantitative research which may require large groups of participants, many staff or expensive measurement tools (Patton, 1990). In contrast, qualitative research can be undertaken by one researcher with a notebook and a pen.

Another advantage of qualitative research is its flexibility. Researchers can modify their field research design at any time and as often as they like. Furthermore, one is always able to engage in field research, as little or no preparation is required (Patton, 1990). A survey or experiment could not be organised as easily.

This study adopted a qualitative research approach. According to Denzin and Lincoln (2000), qualitative research is a scientific investigation that seeks to answer questions by systematically using a predefined set of procedures to collect evidence, and produce findings that were not determined in advance and that are applicable beyond the immediate boundaries of the study. The three most common qualitative methods are in-depth interviews, participant observation, and questionnaires, all of which were utilised in this study (Denzin and Lincoln, 2000). Creswell (2012) notes that in qualitative research, the researcher relies on the views of participants; asks general questions; collects data that predominantly consists of words (or text); and describes and examines these words for different themes. Creswell (2012) adds that qualitative methods generally involve listening to the participants' voices and subjecting the data to analytic induction (e.g., finding common themes).

The researcher conducted interviews, administered questionnaires and undertook participant observation in the participants' natural setting (aMaoti-Mozambique township) as interim services are fixed in this location and cannot be moved. Furthermore, this enabled the researcher to pose questions to the respondents and conduct observation at the same time.

Denzin and Lincoln (2005) state that a qualitative research paradigm allows the researcher to engage with the participants in their natural setting to make sense of or interpret phenomena in terms of the meaning people assign to them. Qualitative research primarily seeks to interpret community experiences and enable a better understanding of the social factors in specific environments (Denzin & Lincoln, 1998). Denzin and Lincoln

(2005) also highlight that exploratory research may assist the researcher by giving him or her the opportunity to hear the voices of the participants first hand, which in turn facilitates his or her ability to generate an in-depth understanding of the residents' experiences, which in this case are the beneficiaries of interim services.

According to Creswell (2009), qualitative researchers employ various interrelated approaches to understand the phenomenon under investigation. These include phenomenology, ethnography, grounded theory, the narrative approach, and the case study approach. They guide the researcher to view the world in a different way and gain a broad theoretical understanding of the subject (Creswell, 2009). For the purpose of this study, a case study approach was employed together with in-depth interviews, questionnaires, and observation.

2.4 Primary Data Collection

Kelleher (1999) defines primary sources as “the first-hand evidence left behind by participants or observers at the time of events”. According to Yale (2008), primary sources provide first-hand testimony or direct evidence about the topic under investigation. They are created by witnesses or recorders who experienced the events or the conditions documented (Kelleher, 1999).

Primary data collection involves the use of various tools such as in-depth interviews and observation to obtain information from stakeholders. For the purpose of this study, the stakeholders included community members that are the beneficiaries of interim services, the ward councillor, and eThekweni Municipality's housing unit.

2.5 Sampling Method

According to Webster (1985) sampling is the act, process, or technique of selecting a suitable sample or a representative part of a population to determine the parameters or characteristics of the whole population.

Random sampling and cluster sampling were used in this study to collect information from the respondents in selected areas of iNanda Township. According to Frerichs (2008), in random sampling, research subjects are sampled using either a random number

generator or a random number table, so that each person has the same probability of being selected. Fifteen of the 300 households in the selected area in Mozambique (5% of the community), were randomly selected to participate in the study.

According to Saifuddin (2009), cluster sampling is used when natural but relatively heterogeneous groupings are evident in a population. The total population is divided into groups (or clusters) and a simple random sample is selected. The features in each cluster are then sampled. If all the elements in each cluster are sampled, this is referred to as a one-stage cluster design (Saifuddin, 2009). A two-stage design involves the selection of a simple random subsample of features. A common motivation for cluster sampling is to reduce the number of interviews and costs, as it offers the advantage of accuracy (Saifuddin, 2009). Assuming a fixed sample size, the technique gives more accurate results when most of the variation in the population is within groups, rather than between them.

For the purpose of this study, cluster sampling was carried out in the form of purposively selecting a cluster of households located in close proximity to the area where interim services have been provided and another cluster farthest away from where interim services have been provided. This assisted in ensuring the collection of more accurate data than would have been obtained had only one cluster been selected. The researcher obtained an aerial map of Mozambique in iNanda and circled the households closest to and farthest from the interim services. One cluster consisted of seven households and the other of eight, making a total of 15 households.

Purposive sampling, also referred to as judgment, selective, or subjective sampling was used to select the ward councillor and Municipal officials and other stakeholders. Palys (2008) states, that, purposive sampling is the deliberate choice of an informant due to their qualities. It is a non-random technique that does not need require theories or a set number of informants. Simply put, the researcher decides what needs to be known and sets out to find people who can and are willing to provide the information by virtue of their knowledge or experience (Palys, 2008).

2.6 Tools to gather Primary Data

Yale (2008) states, that primary data provide first-hand evidence in relation to the specific subject under investigation. Such data are provided by people that have experienced the conditions or events under examination. Primary data are often collected at the time a particular event occurs, but journals, autobiographies and recorded oral history, whether they are in the original, published, microfilm or digital format, are also unique sources of primary data (Yale, 2008). Questionnaires, observation, interviews and case studies are used to gather primary data from stakeholders; all these approaches were used in the current study.

2.6.1 Questionnaires

A questionnaire is a research instrument that consists of a series of questions and other prompts to gather information from respondents (Gillham, 2008). According to Oppenheim (1992), questionnaires are used to gather and record data on a specific issue of interest. They mainly comprise of a list of questions, but should also incorporate clear directions or instructions and space for answers. The questions posed should have a clear connection to the objectives of the research, and it should be clear from the start how the findings will be used. Respondents should be made mindful of the aim of the research and should be informed how and when they will receive feedback on the findings should they wish to do so. For the purpose of this study, adult household heads of either gender were systematically selected to respond to the questionnaire. This enhanced the reliability and validity of the responses.

The questionnaire was designed to gather information on the participants' age, how long they had lived in the informal settlement of aMaoti-Mozambique, household income and access to basic municipal services prior to the provision of interim basic services. The questionnaire also sought to establish whether households had been able to incrementally upgrade their informal structures after the provision of such services, thus improving their living conditions and livelihood strategies. Where participants could not read or write, the questions were posed verbally in either isiZulu or English and the responses were captured by the researcher. Both open- and closed-ended questions were used. The latter required participants to answer either 'yes' or 'no', while the former

allowed them to share more understanding in their responses. The information collected from the participants assisted the researcher in evaluating whether the provision of interim basic services to urban informal settlements meets the objectives of the programme and whether such provision has stimulated aMaoti-Mozambique township residents to incrementally upgrade their houses and improve their livelihood strategies.

2.6.2 Observation

Observation was used as another form of data collection. The researcher went on site to investigate and assess the study area. Visual evaluation of the interim services provided in Mozambique and neighbouring sites in aMaoti-Mozambique was conducted and photographs were taken to form part of the study's findings; these are presented in chapters 5 and 6. Observation included an assessment of the usage of interim services provided in Mozambique such as roads, footpaths, water, sanitation, electricity, and waste management as well as how those services were used to promote livelihood strategies.

2.6.3 Interviews

An interview is a series of questions that are personally addressed to respondents (Alby, n.d.). An interview may be structured (where clearly defined questions are posed) or unstructured, where some questions result from the interviewee's responses (Alby, n.d.). It is useful to tape the interview, especially in unstructured interviews (Alby, n.d.). Seidman (1998) defines an interview as a conversation between two or more people where the interviewer asks questions to elicit facts or statements from the interviewee. Seidman (1998) adds that interviews are a standard component of qualitative research (Seidman, 1998). This study adopted a qualitative research approach to collect data from beneficiaries, the ward councillor and professionals such as project managers and municipal officials involved in the provision of interim services in Mozambique and the data collection tools included in-depth interviews.

The professionals that were interviewed provided information from the perspective of implementing agents. This enabled the researcher to identify the challenges they confronted in implementing provision of interim services. It provided insight into the construction and maintenance phases of projects. The interview with the ward councillor

offered insight into the relationship between the ward councillor and community members, the community setting, the lack of basic services and the success or failure of efforts to provide interim services. Finally, the interviews with municipal officials enabled the researcher to gather data about the projects developed and financed by eThekwini Municipality.

2.6.4 Case Study

A case study approach was employed to assess the extent to which provision of interim services promotes livelihood strategies. According to Thomas (2011), case studies involve an analysis of a phenomenon, events, decisions, people, periods, institutions, policies, and other systems that can be studied holistically using one or more methods. A case is an instance of a class of phenomena that provides an analytical frame within which the study is conducted and which the case illuminates (Thomas, 2011). Case studies are useful in collecting hard facts, raw data, and information. They develop researchers' analytic and problem-solving skills, enable exploration of solutions to complex issues and allow researchers to apply new knowledge and skills. Case studies provide context-dependent (practical) knowledge as opposed to context-independent (theoretical) knowledge (Flyvbjerg, 2006). The disadvantages of case studies are that they might not prove relevant in their own context and insufficient information can lead to inappropriate results.

Spatial and infrastructural development in aMaoti have emerged incrementally in different sections, and have, to a large extent, influenced the service levels, political affiliations and tenure arrangements that prevail in the area. Large tracts of land are informally occupied due to demand for housing and its relative accessibility. INanda exhibits a wide range of housing including some very up-market homes but also includes large informal settlements such as the study area of aMaoti. This calls for research in the parts of iNanda that consist of informal settlements which are gradually being upgraded.

2.7 Secondary Data

Kelleher (1999) defines secondary data as "the data that has been already collected and readily available to the public." May (2001) states that such data is cheaper and more rapidly obtainable than primary data and may be available when the latter cannot be obtained at all. Secondary sources include textbooks, journals; review articles and critical essays; biographies; historical films, music, and art; and articles about people and past events. Wood (1991) describes a secondary source as a second-hand account of people, events, topics, or places that are based on another writer's experience. Secondary material was a vital source for this research study and included books, journal articles, previous dissertations, Government publications, Department of Human Settlements' documents and desktop research, and newspaper articles.

2.7.1 Data Analysis

According to Judd et al. (1989) data analysis is the process of inspecting, cleaning, transforming, and modelling data with the goal of discovering useful information, suggesting conclusions, and supporting decision-making. There are multiple facets and approaches to data analysis, encompassing diverse techniques under a variety of names, in different business, science, and social science domains (Judd et al., 1989). Code or framework analysis was employed to understand the participants' experiences and answer the main research question. According to Srivastava and Thomson (2009), this is a useful method in qualitative research using semi-structured interviews.

Cresswell (2009) identifies the first step in data analysis as organising and preparation; this involves sorting and arranging the field notes. Srivastava and Thomson (2009) refer to the first step as familiarisation; the researcher 'immerses' him or herself in the data by reading and reviewing the transcribed interviews. Key ideas and recurring themes are noted and documented.

Thematic analysis was used to analyse the data collected. This involves pinpointing, examining, and recording patterns within the data (Guest, 2012). Braun and Clarke (2006) describe thematic analysis as a qualitative analytic method for "identifying, analysing and reporting patterns (themes) within data. However, they add that, it "frequently it goes

further than this, and interprets various aspects of the research topic” (Braun and Clarke, 2006:79). For the purpose of this study, all the data collected is presented in themes.

2.8 Conclusion

This chapter focused on the research methods used in this study. It discussed the qualitative research method adopted, the reasons for its adoption, sampling and data collection and analysis.

CHAPTER THREE: CONCEPTUAL & THEORETICAL FRAMEWORK

3.1 Introduction

This chapter encompasses the conceptual and theoretical frameworks of the research undertaken. It intends to examine and outline the key concepts by defining and contextualising them in the study. This chapter will be informed by providing a theoretical synopsis of conceptions in the field of housing but more precisely the provision of interim basic services preceding to in-situ upgrading.

The conceptual framework of the research undertaken was unpacked by defining and linking the relevant concepts. These concepts include informal settlements, basic municipal services, and livelihood strategies. Understanding the concepts to these is critical in getting a better understanding of the outcome this dissertation seeks to achieve. Their relevance of the identified theories to this study will be unpacked by also tracing their origin along with their underlying principles and what they particularity advocate.

The study was informed by theories like enabling approach and the basic needs approach. Other approaches to be used in this dissertation consist of the enabling approach and the basic human needs approach of the UN-Habitat. The UN-Habitat contends for the government to be enablers of housing by encouraging the establishment of a comprehensive financial environment that will stimulate private investment in the delivery of infrastructure and basic services, to support the poor to access housing opportunities and advance the improvements in housing conditions (UN-Habitat, 2005).

3.1.1 Informal settlements

The UN-Habitat defines informal settlements “as settlements where inhabitants are confronted and exposed to insecure residential status, inadequate access to safe water, inadequate access to sanitation and other basic infrastructure and services, poor structural quality of housing and overcrowding” (Huchzermeyer and Karam, 2006).

Informal settlements are human settlements which do not provide their inhabitants the opportunity to enjoy their rights to an adequate standard of living. An Informal Settlement is characterised as one which is unplanned, has informal or insecure property tenure, has an inadequate or non-participation in government, resulting, registration and

infrastructure, has a vulnerability of discrimination for the residents (Huchzermeyer and Karam, 2006). Informal settlements are a result of unaffordable land and housing for low-income groups, the absence of timely urban planning land management and absence of a policy for the social integration of low-income groups. Furthermore, population migration and rapid urban growth, lack of resources of the urban authority, Irresponsible subdivision of land by private landowners and lack of enforcement of rules due to weak and ineffective governments (Huchzermeyer and Karam, 2006). Informal Settlements exists where housing has been established by its occupants in an urban or peri-urban location without official approval. Informal settlements consist of non-conventional housing built without complying with legal building procedures. These settlements are usually built on the periphery of the cities where land is cheap and neglected (Moser and Satterthwaite, 2008). However, these informal settlements are often better located than the housing developments to which the government seeks to relocate them.

In numerous countries around the world, the establishment of informal settlements is not a new concept but date back to the 1950s and 1960s (Potsiou and Ionnidis, 2007). Predominantly, in Portugal, Italy, and Greece, core immigrations have expressively added to urbanisation. In some instances, better economic opportunities for people who seek employment rather than facing poverty, have contributed to forms of informal structures developments in holiday areas and along coasts (Potsiou and Ionnidis, 2007). In other European countries, informal settlements are new but have grown into the foremost form of urban growth in the 1990s (Potsiou and Ionnidis, 2007). It is rather important to note that in some of these informal settlements in Europe, informal settlement dwellers are not necessarily poor but rather reside in informal development to overcome traveling long distances to get to and from the workplace (Potsiou and Ionnidis, 2007).

According to Maphanga (2002), Informal settlements may contain a few dwellings or thousands of them, and are generally characterised by inadequate infrastructure, poor access to basic services, unsuitable environments, uncontrolled and unhealthy population densities, inadequate dwellings, poor access to health and education facilities and lack of effective administration by the municipality. Informal settlements are not peculiar to South Africa they are increasingly the norm in Africa and in many other

developing countries where the need for urban housing for the poor cannot be matched with the delivery of any kind of formal housing (Mahanga, 2002).

Ackelman and Anderson (2008) state that since the 1960s, cities in developing countries around the world have faced a high rate of urbanisation and increasing poverty. This has resulted in an uncontrolled development of non-planned urban settlements, through the illegal invasion of land and construction of shelter, where people live in poor housing and living conditions. These places have, through history been named differently and so even today. Common expressions are slums, shantytowns, and squatter settlements, but the most appropriate concept is 'informal settlement' (Huchzermeyer and Karam, 2006). The settlements can be described in several ways. UN-Habitat Program proposed that informal settlements are defined as Residential areas where a group of housing units has been constructed on land to which the occupants have no legal claim, or which they occupy illegally; Unplanned settlements and areas where housing is not in compliance with current planning and building regulations (unauthorised housing).

Unauthorised housing is further defined by the UN-Habitat Program as housing where no land titles, leases or occupancy permits have been granted (Huchzermeyer and Karam, 2006). Unauthorised can also mean that the settlement is not provided with enough services or built with permanent building materials. In general, houses are temporary, the settlements are unhealthy because of a deteriorating environment and there is a lack of basic services and infrastructure (Ackelman and Anderson, 2008).

Furthermore, according to the Project Preparation Trust (PPT) (2010) approximately a quarter of eThekweni's total population reside in urban and peri-urban informal settlements, most of which are located on land which is privately owned and, both difficult and costly to develop due to such constraints as steep slopes, unstable soils, and high land costs. Whilst eThekweni can pride itself on a successful and large-scale mass housing delivery programme, it is quite clear that not all settlements can be provided with full services and low-income housing in the short term due to funding and other constraints. Yet informal settlements face a range of basic challenges such as access to adequate sanitation, clean energy, and roads. Recurrent shack fires are also an important risk.

eThekweni is therefore in the process of establishing a pro-active and broad-based programme aimed at providing a range of basic interim services to 166 prioritised informal settlements within the Municipality of which in this dissertation focus will be on the case of aMaoti-Mozambique in iNanda, with a view of addressing a range of basic health and safety issues (PPT, 2010). These prioritised settlements are those which are on the Municipality's housing plan, but which cannot be provided with full services and low-income housing in the short term. Those settlements, which are destined for eventual relocation, are not included.

3.1.2 Interim Services

Interim services are basic services that are provided to a person or people on a temporary basis. In the context of this dissertation, Interim services are basic human services such as communal ablution facilities (water & sanitation), roads & footpaths, electricity, and a temporary waste management system, that is provided as an immediate relief for communities whilst that area undergoes the process of either in-situ upgrade or a relocation process (eThekweni, 2011). These processes can take up to 5 years to rollout, therefore, the need for interim services becomes a priority for communities.

Where full basic services cannot be provided, interim basic services are therefore provided to prioritise informal settlements within the National Upgrading Support Programme (NUSP) in South Africa (NUSP, 2012). The provision of interim basic services is part of the in-situ upgrading programme. Interim measures are taken to those communities that cannot be upgraded because of various constraints such as land tenure and unsuitable land to provide basic services (DoHS, 2009).

Interim services can only be provided for settlements earmarked for upgrading, normally three years later. The area should comprise at least 50 households and the cost of providing these services should be relatively low. Sudhir and Yassir (1995) argue that investments in infrastructure and associated provision of services are integral to the process of sustainable development and the primary concern of the most vulnerable members of society that should be made available and easily accessible. At least five pilots have been identified in the eThekweni Municipality so far and all the relevant departments have been lined up. Before a permanent solution can be found for an

informal settlement, it is provided with emergency services, irrespective of its status (DoHS, 2009). The interim services programme provides a combination of basic interim services such as communal ablution blocks; basic road networks and footpaths; electricity connections; standpipes; key social facilities; and a waste management system (Tissington, 2011).

It is emphasised that the intention is to deliver interim basic services rapidly to as many settlements as possible instead of providing a high level of service to only a small number of selected settlements. It is envisioned by local government that the programme can be rolled out rapidly over a period of approximately five years, of which some projects implementation has been taking place since 2009 (PPT, 2010). This is subject to the availability of sufficient funding, given that there are not yet any specific grants available from the national government for these purposes (PPT, 2010).

For this study, interim services that will be considered will be that basic municipal services that are provided by municipalities to informal settlements to provide an immediate basic needs relief. Interim services that will be assessed in this study include water & sanitation; roads & footpaths; electricity; and waste management systems.

3.1.3 Livelihood Strategies

Chambers and Gordon (1992) defines a livelihood as, "A livelihood comprises the capabilities, assets (stores, resources, claims and access) and activities required for a means of living: a livelihood which is sustainable is one which can cope with and recover from stress and shocks, maintain or enhance its capabilities and assets, and provide livelihood opportunities for the next generation; and which contributes net benefits to other livelihoods at the local and global levels and in the short and long-term."

According to Krantz (2001), the concept of Sustainable Livelihood (SL) is an attempt to go beyond the conventional definitions and approaches to poverty eradication. These had been found to be too narrow because they focused only on certain aspects or indicators of poverty, such as low income, or did not consider other vital aspects of poverty such as vulnerability and social exclusion (Krantz, 2001). It is now recognised that more attention must be paid to the various factors and processes which either constrain or enhance poor

peoples' ability to make a living in an economically, ecologically, and socially sustainable manner (UNDP, 1997). The SL concept offers a more coherent and integrated approach to poverty. Sustainable livelihoods approach strives to build stronger community responsibility and self-help as well as to facilitate a better relationship between the urban poor and the Municipality (PPT, 2010).

The sustainable livelihoods ideology was first introduced by the Brundtland Commission on Environment and Development as a way of relating socioeconomic and environmental concerns in a cohesive, policy-relevant structure (Krantz, 2001). The 1992 United Nations Conference on Environment and Development (UNCED) extended the concept of Agenda 21, and advocated for the success of livelihood strategies would, in turn, be the way in which households in informal settlements utilise SL approaches in income generation.

For this study, livelihood strategies refer to the livelihood strategies that can and are promoted with the provision of basic interim services. Sustainable livelihoods can only be achieved if the interim service provided will be upgraded rather than relocated. A comparison of livelihood strategies that are practiced before and after the provision of basic interim services will be assessed to conclude whether the provision of interim services does in fact promote livelihood strategies as hypothesised by the researcher.

3.2 Theoretical Framework

The following section deals with the theoretical framework of the study area.

3.2.1 The Basic Needs Approach

In the mid-1970s, when the International Labour Organisation (ILO) was preparing for the World Employment Conference, with the backing of the World Bank and other United Nations (UN) Organisations, the notion of a basic needs development strategy was established (ILO, 1977). The notion of basic needs was coined in psychology literature of the 1940s but was more realised in an editorial by Albert Maslow in his Psychological Review in March 1942 whereby he devised a hierarchy of needs that ranged from physiological and ended with self-actualization needs (Kapur et al., 1997). In the 1950s

Pitambar Pant from the Indian Planning Commission in India, established the concept of 'minimum needs,' (Kapur et al., 1997). Even then, basic needs were not adapted to a conventional approach in the development paradigm, even though the concept itself was clear (Kapur et al., 1997).

Suddenly in the 1970s, the concept of basic needs translated into tangible presentations that rolled out in three places, virtually instantaneously in the ILO World Employment Program; in the Dag Hammarskjold Foundation publication titled 'What Now?' and in the Latin American Bariloche project (ILO, 1977). It was during this time that it was made apparent that the creation of employment was not an expiration, but serves to accomplish the basic needs of human beings as individuals which are basically more or less comparable to Maslow's first of five stages (Maslow, 1942). The idea of planning a developing strategy with its main objective being meeting the objective of basic needs but more specifically at the poorest 20% of a population arose as many people around the world were on the second, third, fourth and fifth steps without the most important fraction in sight of Maslow's hierarchy (Kapur et al., 1997).

According to Leipziger (1981), the basic needs approach represents an explicit attempt to single out needs of the poor in developing countries such as South Africa and to specify a bundle of goods and services that are needed if they are to reach at least minimal survival in urban informal settlements. Therefore, the basic needs approach is somewhat a strategy of growth, employment, and income generation (Leipziger, 1981).

The basic needs approach is one of the major approaches to the measurement of absolute poverty in developing countries. It attempts to define the absolute minimum resources necessary for long-term physical well-being, usually in terms of consumption of goods (Jolly, 1979). The poverty line is then defined as the amount of income required to satisfy those needs. The 'basic needs' approach was introduced by the International Labour Organisation's (ILO) World Employment Conference in 1976 (Jolly, 1979). In the development discourse, the basic needs model focuses on the measurement of what is believed to be an eradicable level of poverty. The basic needs approach attempts to define complete minimal resources necessary for one's physical well-being in the long-

term commonly in terms of consumption of goods. The poverty line would then be distinctively defined as the overall income essential to fulfilling those needs.

3.2.2 Underlying principles of the basic needs approach

Rights vs. needs are one of the core principles of the basic needs approach as the basic needs approach often looks at obtaining further resources to help a marginalised group such as the poor obtain access to basic services (Maslow, 1942). In contrast, a human rights approach demands existing community resources to be equally shared so that all can have access to the same services.

Helping people to proclaim their rights means participation in political debates. While a basic needs approach does not necessarily recognise deliberate or historical marginalisation, a human rights approach aims directly at overcoming such marginalisation (ILO, 1977). In principle, basic needs can be achieved through charitable actions. Actions based on a human rights approach are based more on lawful and ethical duties to carry out an obligation that will permit an individual to enjoy her or his right.

Other principles of the basic needs approach are that of accomplishing universal primary education by a year identified by a certain country or eradicating a definite illness within a given period (ILO, 1977). The basic needs approach has been isolated in the Millennium Development Goals (MDGs) of the UN. The goals mentioned above are important goals to achieve too but this methodology without a calculated sector and macro framework have bantam to do with the ideology which was conceived originally (Kapur et al., 1997).

In the 1990s the notion of basic needs had returned to the world scene in the disguise of the approach of the Human Development reports (Sarlo, 2013). According to Sarlo (2013) from 2010 onwards, it was obvious to see, from a national level, that we are moving towards a much more balanced role of the state and of the market. At a global level, this is not the case as there has been no actual equal of the state. What is prioritised more according to literature by Sarlo (2013) is climate change, the realisation of the MDGs and the creation of a new financial architecture.

The notable fact is that, while for the recognition of these priorities predominant development concepts are evidently necessary, one observes a return to micro-

economics with its focus on specific problems at the local level. Consistency between policies and priorities to obtain these priorities is of the essence. Therefore, we need a macroeconomic and a global framework which still takes into consideration the 'old' objectives of a better national and global income distributions so that the basic needs of the world's population can be met (Kapur et al., 1997).

It is understood by the researcher that the basic needs approach advocates for government intervention in meeting the poor's basic needs. The International Labour Organisation (ILO) adopted the basic human needs approach in 1976 describing how the needs of the poor can be mitigated by the government. Streeten (1979) states that the objectives of the needs approach are basically for the provision of opportunity for fully developing an individual and centrally focus on assembling specific resources for a specific group of people that need basic resources. Streeten (1979) also disputes that the thinking behind the basic needs approach is that every person must be able to pursue welfare as the method offers a very progressive notion of decreasing and eradicating unemployment, decreasing inequality and improving poverty levels and reducing inequality and has been significant in stimulating developing policies which are proactive in alleviating poverty for the urban poor.

In 1992 Sarlo argued that the dissimilarity between relative and absolute poverty thresholds are synthetic subsequently what is a necessity depends to some extent on the conditions in the larger society in which one is a member (Sarlo, 2013). In 1992 and again in 2001 Sarlo again shed light on that the basic needs poverty line is not absolute but relative since the poverty brink must be connected to the society in which people live but that an aspect of poverty remains timeless (Sarlo, 2013). This is the irreducible core of necessities invariant through time: water, food, shelter and clothing (Sarlo, 2013) which remains the same through time but the "quantity and quality" are absolute to one's humanity.

McHale and McHale (1979) state that the focus of basic needs in reference to human development, people can obtain some of the basic human needs such as the supply of food, health, education as well as housing because these are sturdy mechanisms of aid programs and traditional development programs. Conceivably the apex of the World

Employment Programme (WEP) was the World Employment Conference that took place in 1976, this is where it was then suggested that the fulfilment of basic human needs is the principal objective of national and international development policy (McHale and McHale, 1979). The basic needs approach to development was sanctioned by both workers, employers, and governments from all over the world. The basic needs approach influenced the policies and programs of key multifaceted and mutual development agencies and was the predecessor of the human development approach (McHale and McHale, 1979).

The objective of basic service delivery as a basic human needs approach in this dissertation is that of supporting in enlightening an ideal relationship between the constructions of housing in conjunction with engineering municipal service provisions. The recipients of basic municipal services can meet their housing necessities gradually, and exercise various methods of livelihood strategies through incremental housing consolidation which in turn takes the responsibility off the government in the provision of an entire housing package to the poor.

This dissertation will evaluate the basic human needs approach as a precarious method in assessing the relationships between the provision of basic services in informal settlements to promote livelihood strategies by beneficiaries. The way in which the basic needs approach relates to this dissertation is that with the provision of interim services, it is hypothesised that the community would be able to have an income when employed to maintain these interim services and promote growth in their livelihood strategies as aforementioned. Therefore, in the context of this dissertation, the basic needs approach will be used as an approach whereby community members utilise the provided interim basic services as a tool to promote livelihood strategies. The basic needs approach has informed this dissertation by emphasising the need of the government in providing opportunities for the poor in urban areas in the form of the provision of basic services and promoting housing consolidation by recipients.

3.3 The Enabling Approach

The Global Report on Human Settlements of 1986 (UN Global Report, 2007) introduced the Enabling approach as a development of the project-based approach to human

settlements. The enabling approach intended to minimise the isolated effects of past projects which would, in turn, allow people to enjoy better housing conditions. The enabling approach simply means that the provision of housing is not the responsibility of the state but rather to create an environment that enables the housing market to operate effectively (Ha-Joon, 2002).

Literature of 'enabling' were found in two publications. The first was adopted in the 1993 publication of the World Bank's, 'Housing: Enabling Markets to Work, and on the United Nations Global Strategy for Shelter to the Year 2000 (GSS) (Ha-Joon, 2002). Both these documents underlined diverse elements of the enabling approach. According to one of the key contributors to the World Bank's publication, Mayo (1991), there was a link between the two publications. Mayo's viewpoint was that the World Bank's publication had stimulated the Global Shelter Strategy two ways. The first way was that it drew attention to links between policies that affected the housing market and overall economic conditions. The second way was that it assisted in creating an 'enabling' more effective through the elaboration of distinct components of the framework (Mayo, 1991).

According to The World Bank (1993) the Enabling approach talks to not only projects but the housing system too. Therefore, the government's role is to create an environment that enables housing markets to work effectively and not provide housing. The Global Report on Human Settlements (2005) states that there is an expected need balance up actions that address most people living in poor conditions. The Global Report on Human Settlements (2005) looks at urban development and housing as a multi-faceted concern. The private sector, particularly in the construction sector is subject to an equal level incompetence and competencies of finance. The Enabling approach demands for a housing policy that standardises and administers the development of housing, in the sense that the state should not be the direct provider of housing but somewhat leave production and delivery of housing to the housing market (Global Report on Human Settlements, 2005).

Services provided by the government are therefore seen as an implementation of enabling approaches as the context of this dissertation, the municipality provides interim basic services to informal settlements. With the provision of such services, people can

explore various livelihood strategies that can be implemented with the provision of basic services. Attention is focused on what an individual can do with the provision of basic services. In essence, the enabling approach in practice is assisting 'to do' rather than 'doing for the method.

According to Mukhija (2001), the 'Enabling' context for housing came out of the neoliberal thrust that originated in the UK and USA 1970s. One of the many characteristics of this push was the adjustment of policies that were advocated by international institutions such as the International Monetary Fund (IMF) and the World Bank (Mukhija, 2001). In past three decades, the predicament of creating a policy that includes the efforts of articulating a context for the prevention of slums, the development of land tools for the implementation of pro-poor land policies, property and land issues, and the promotion of a variety of legislation to address housing emerged (Mukhija, 2004). By the late 80's the international development agencies had overlooked the issues identified to accomplish a more progressive sector in housing, this was done to work much closer with market-actors and decrease state involvement (Arrighi and Zhang, 2009). According to Arrighi and Zhang (2009). This was the enabling strategy.

Created on the above demonstration, the success of housing policies was assessed by the comparing the percentages of governmental between the percentages of government spending to the number of benefiting from this policy, such as the number of households served and are also benefiting at the expense of the government (Arrighi and Zhang, 2009). In 2008, the UN-Habitat declared that the development objective of the United Nations Housing Rights Programme (UNHRP) is to help both stakeholders and governments in ensuring a progressive realisation of people's rights to adequate housing as provided as it is done so for international instruments keeping in consideration sustainability, affordability, and accessibility (UN-Habitat, 2008).

According to Pugh (1994), a new scope and course for housing policies in developing countries were set out by the World Bank, the UN, and other international aid agencies in 1986. The new course had an explicit 'political economy,' explained in strategic policy documents under the term 'enablement. In keeping with the same chain of thought of Pugh's analysis, 'enabling' goes in contradiction of previous housing policies whereby the

state was more involved in directly providing housing, but in its place, promotes the reliance on market actors themselves for production. Therefore, it is under this approach where the state's role is minimized and centred to predominantly focus on activities that strengthen the capabilities of the private sector.

3.3.1 Underlying principles of the Enabling Approach

Key underlying principles of the Enabling Approach is that it creates an environment that enables the housing market to operate effectively; land reforms; support greater security of tenure; and promotes the improvement of informal settlements and slum prevention policies (Mukhija, 2001). According to Mukhija (2001) state intervention is effective in safeguarding the mechanisms of housing supply, these mechanisms are inclusive of labour; infrastructure; land; service providers through practical support; building material suppliers; and training. Furthermore, Mukhija (2001) states that the regulatory context is required and improvement of state institutions, focusing them on diverse objectives and retooling them accordingly (Mukhija, 2001).

Another key principle of the Enabling Approach is that of the involvement of actors in the process that accept the informal sector as a partner. Moreover, the state is, therefore, the enabler of finance, serviced land supply or the providing informal settlements with interim basic services and providing the security of tenure (Ha-Joon, 2002). Questionably, entrenched within an "enabling" context are the economic ideologies of privatisation, demand-driven development, deregulation, and decentralisation (Mukhija, 2001; World Bank, 1993). With its foundation in such an argumentative political economy, it should not come to one's surprise that there is a vast exploration, establishment, and critique of 'enabling' (Ha-Joon, 2002).

Criticisms of "Enabling" Despite Mayo's argument, mentioned earlier in this chapter, that the World Bank's enclosing assisted to operationalise the GSS's concept of "enabling," the depth of the do's and don'ts are relatively discouraging. This framing advances queries of the real probability of whichever method being able to combine all these recommendations. Ha-Joon Chang (2002) argues that the improvement of institutions quality is a significant task for developing countries wanting to fast-track development and economic growth. Ha-Joon Chang (2002) further states that the improvement of

institutions quality is an important driver in developing countries that seek to fast-track economic development and growth but there are two important things in doing this (Ha-Joon Chang, 2002). The first is the recognition of 'good institutions' as they are producers of growth but only when they are joint with unconventional policies that challenge the hegemonic neo-liberal order, secondly one has to accept that this is a prolonged process (Ha-Joon Chang, 2002).

If one receives Pugh's thesis in which he states that "the idea of enablement has its derivations in the political economy of liberalism," then there is a possibility of inherent conflict with emerging institutions the World Bank suggests are necessary for the 'enabling' approach to be able to function and the anticipated outcomes of the approach (Mayo, 1991). In an analysis of enabling slum redevelopment by Professor Vinit Mukhija, he explored this contradiction in which he wrote that it would be much simpler for policy-makers if enabling consisted of decentralisation, privatisation, deregulation and demand-driven development. However, the theoretical legitimacy of a simple method is debatable (Mayo, 1991).

Enabling is a complex task with inconsistent policy strains on governments. In other words, enabling the creation of access to adequate housing is not as direct a procedure as a list of Do's and Don'ts propose; but instead, variations are essential in achieving this objective might at times appear to encounter. In a similar manner to Mukhija, Pugh (1994) argues that "Multi-objective and multi-institutional programs are enormously demanding, and they are seldom operated in idealised (prescriptive) circumstances." Pugh (1994) also states that "Gaps occur in institutional development; new state roles and commitments are necessary." Therefore, enablement achieved through being multi-institutional itself in its necessities and not just a matter of binding markets (Pugh, 1994).

Taking Pugh's study further, one can conclude that with its multi-institutional necessities, 'enabling' can be very political; this is an imperative attention that the MHS case will raise. Furthermore, Pugh and Mukhija's credit of an inconsistent nature of enabling are precise, that the task of trying to comprehend the institutions and maximum effective methods that portray enabling remain. Jones et al (2000), though taking a different though still important

approach to the Do's and Don'ts of the World Bank, suggests that The World Bank list, does not provide a route map to policymakers as to how to formulate policy.

The enabling approach applies in this study as it was used to assess the role of the government in the interim services project in aMaoti-Mozambique, iNanda in the context of assessing how the eThekweni Municipality rolled out the project and the degree to which the municipality was involved in the development. The enabling approach is arguably seen as the method in which a municipality's role as an enabler of the provision basic services in which individuals of those informal settlements can utilise those services in promoting livelihood strategies.

3.4 Conclusion

Chapter three of this dissertation has discussed the key concepts in the context of exploring the main concepts of interim services and livelihood strategies by unpacking and discussing them in the context of this dissertation. Theories that have influenced the concept of interim basic services and livelihood strategies have also been critically analysed, discussed and linkages to this dissertation have been outlined in the theoretical framework section of this chapter.

CHAPTER FOUR: LITERATURE REVIEW IN THE INTERNATIONAL AND SOUTH AFRICAN CONTEXT

4.1 Introduction

This chapter reviews literature based on informal settlements, in-situ upgrading, interim services and livelihood strategies. This is done by exploring local and international literature and the legislative framework in South Africa relating to the topic being studied in this dissertation. This chapter will identify and discuss how people that live in informal settlements survive and what common survival strategies are found in informal settlements at both a South African and international context. Furthermore, this chapter will establish how the livelihoods of informal settlement dwellers have been improved by the provision of interim services or how interim services have improved informal settlement dwellers lives after in-situ upgrading of informal settlements by looking at the social, economic, and institutional aspects.

This chapter will further identify and discuss the legislative framework in the context of this dissertation by critically analysing various policies and programs associated with in-situ upgrading in South Africa. The literature to be covered in this chapter include the constitution of the Republic of South Africa of 1996, the Housing Act (Act No 107 of 1997), the White Paper on Housing of 1994, National Housing Code (2009) and the Breaking New Ground (BNG) (2004), and the Draft National Sanitation policy of 2016. National and International case studies will be utilised in this chapter to give a more holistic understanding of challenges and solutions of interim services being used as means to promote livelihood strategies in informal settlements. Approaches to the provision of basic interim services in promoting livelihood strategies will be outlined and discussed in this chapter by looking at both South African and international contexts.

Lastly this chapter will look at international and local literature that also looks at addressing how people in informal settlements survive; explore the common survival strategies found in informal settlements; and lastly explore how the lives of informal settlement dwellers have transformed due to the provision of interim services or rather how their lives are, after in-situ upgrading of their informal settlements.

4.2 Literature Review in the International Context

The way in which people in informal settlements survive differs from one country and context to the next as no two settings are the same, especially when looking at first world countries and third world countries. There are people living in informal settlements in the first world, second world and in third world countries. An informal settlement dweller in a first world country might not necessarily be considered poor compared to informal settlement dweller in third world countries, but could be living in an informal settlement due to the convenience of being close to important amenities like schools, health care, and economic opportunities.

Atkinson (2000) argues that people in Europe that reside in informal settlements usually have very low paying jobs that require very little or no skill such as bartending, cleaning, working in mechanical garages, and other jobs which are similar. Other residents that do not have jobs rely on government grants and provide cheap and unskilled labour to get a source of income to sustain them and their households economically. Barry (2007) also states that "International literature also has useful examples to provide for example, several housing policies developed to support slum dwellers who are by definition poor, failed to succeed simply because people are profit oriented and are willing to sell the houses offered to them by the state, get the money and go back to live in the slums," which is how some people in these informal settlements survive and make means to address their personal and family's needs. Atkinson (2000) and Barry (2007) both share the same perspective that informal settlement dwellers in the European context are not necessarily poor but live in informal settlements due to economic circumstances and will do whatever is more convenient for them to make meet their needs.

Tsenkova (2008) argues that where the provision of basic services and adequate housing is provided, is not necessarily at a location that is close to public amenities but based on the availability of land, and if communities are not consulted from a grass-roots level the engineering services and housing provided by states become wasteful as they do not serve the community's needs. Across informal settlements in the European region, Abbott (2002) states that there has been a vast variety of historic circumstances and settlement patterns. Some of the settlements started in the 1960s as squatter settlements in the peri-

urban areas in such regions like Greece, Turkey, and parts of former Yugoslavia, have now transformed into neighbourhoods that are more established (Abbott, 2002).

Skopje is one example that consists of 27 illegally constructed neighbourhoods that date as far back to an earthquake that occurred in the 1980s (Abbott, 2002). The absence of basic services in the European setting leads to environmental degradation as informal settlement dwellers have no other choice but to perform their sanitation needs out in the open. This negatively impacts the environmental conditions of the informal settlements and leads to health hazards.

The uncertainty under regeneration and settlement upgrading programs, institutionally, is that priority is often given to physical upgrading, as a result other important aspects such as 'improved living conditions' are neglected (UN-Habitat, 2003). Therefore, it is crucial for a government to provide the security of tenure and to provide integration of informal settlements to the larger society and urban structure and not neglect them. Tsenkova (2008) argues that there is a great risk for marginalised people to be displaced either physically or by market forces if a neighbourhood regeneration strategy is isolated from complementary policies. On the other hand, there is an indication that the legalisation process that is based on recognition of freehold rights does not work (Tsenkova, 2008). These policies usually flourish in a sense that interim services are provided where absent and upgraded where need be in informal settlements (UN-Habitat, 2003). In the context of this dissertation this would be interim services, as people would be provided with these services without being given security of tenure which indicates that in this context, it is done so to address the immediate needs of communities.

Tames (2004) states that in Mexico there has been a large increase in low-income housing construction which has contributed to the development of standardised housing projects. Simultaneously, informal settlements continue to increase and merge, for those who cannot access the formal options due to, in many instances, lack of affordability. Rapid economic growth in Mexico was combined with a growing imbalanced income distribution throughout the developed cities. According to Connolly (1990) Mexicans that are poverty stricken that reside in the urban areas opt for self-built housing solutions that are self-maintained and constructed by occupants in the incremental stages and in the

beginning they had a trend of consisting of issues of structural insecurity, overcrowding, did not have basic services and in most instances, conflicted with the city's town planning schemes due to the nature of irregular buildings that had been constructed, illogical street layouts and disordered land subdivisions. Ward (1973) argues that with distinguished omissions, housing in irregular settlements tend to improve the provision of basic services from temporary shacks to middle-class houses due to governments addressing immediate basic needs.

Therefore, Tames (2004) and Connolly (1990) give an understanding of the issue of the development of informal settlement which is the key issue that leads to the provision of interim services whilst Ward (1973) substantiates that governments are kind of forced to take action of informal settlements and provide immediate basic relief

In 1995, the new government of India that was elected promised to provide 80 000 free houses for a population of 4 million slum dwellers in Mumbai (Hagn, 2004). The Slum Rehabilitation Authority was formed to operate as a solitary coordinating authority after altering the Slum Area (clearance, rehabilitation, and improvement) Act of 1971 (Hagn, 2004). This act looked at assisting in improving the living conditions of informal settlement dwellers through the provision of the basic needs of the many people living in these slums. These basic needs included sanitary solutions and potable water supply. Hagn (2004) also states that electricity was provided to key major informal settlements in cities and not to the ones on the peripheries as the provision of houses was the key principle of this act.

By looking at international literature one can outline that the emergence of informal settlements is not a South African issue but a global issue. Once an informal settlement grows in numbers, the environment is negatively impacted and requires government intervention. Government intervention come in the form of implementation of policies and programs such as informal settlement upgrading programs that consist of the provision of basic services. In situations, whereby informal settlements cannot be upgraded, interim services are provided as an immediate response to peoples' basic needs. With the absence of interim services, socially nothing really changes dramatically by the general livelihood of people whereas the provision of interim services uplifts people's well-being as they get access to clean potable water, adequate sanitary ablutions, electricity, and

roads they can utilise to create livelihood strategies. Environmentally, the absence of interim services leads to environmental degradation and the general environment of informal settlements without basic services is filled with litter, and people excrete themselves in spaces they find available other than those that create their own ablution facilities which are not the best quality but serve immediate basic needs.

4.2.1 Case Study of the Lack of Services in Rio de Janeiro Favelas (Brazil)

Favelas, which are also referred to as “slums” of Brazil, are typically situated within or on the peripheries of Brazils’ large cities such as Sao Paulo or Rio de Janeiro (Alvarado, 2015). According to a Census conducted in 2010, there is approximately 6% of the population of Brazil that resides in favelas (informal settlements) (The Origins of Favelas, 2015). Generally, Favelas were developed due to the need for survival or a particular population with very limited resources.

The expansion of Rio’s favelas is heavily associated with the ending of slavery in the 19th century (Alvarado, 2015). Freed slaves were left jobless and homeless and many of the slaves turned to Rio de Janeiro, as it was Brazil's capital at the time. Because housing and employment were in demand by many families, regions that had minimal value became difficult to access and lacked urban infrastructure (The Origins of Favelas, 2015). The government understood that removing favelas was not the answer as such projects required high financial investments and most of the time resulted in demolished economic and social relations of inhabitants. Eventually, on a positive note, a real estate market developed and the certain favelas were favoured over others depending on their available services and locations (The Origins of Favelas, 2015).

Rio de Janeiro is also home to the largest and most dense favela (Alvarado, 2015). This favela in Rio has a huge problem with sanitation. Sewage is often mixed with garbage and flows directly into the ocean which leads to even bigger issues such as health hazards and pollution (Alvarado, 2015). There is also a very strong absence of investment in the favelas, particularly in Rio. According to the Ministry of cities, Alvarado (2015) states, “Sanitation is a cost, rather than an investment.” The Ministry of cities also states that

30% of Rio de Janeiro's populace has no connection to a proper sanitation system (Alvardo, 2015). Even in those areas that have some sort of poor connection, only about half of the sewage waste is entered, untreated, into several watercourses (Alvardo, 2015).

Also, quite frequently cities have 'sanitation systems' that are not in good working conditions (Hosek, 2013). Every year, 217,000 Brazilians suffer from gastrointestinal complications that are linked to poor sanitation and therefore miss work affecting their income streams (Alvardo, 2015). Children also suffer from this problem as studies show that children with access to suitable sanitation have an 18% higher education attainment than those without access (Alvardo, 2015). The insufficient waste removal of trash deteriorates the problem of sewage. Often, sewage runoff blends with trash, which is then eroded away into the oceans. Although more inhabitants are beginning to see the harshness of this problem, there is still a lack of education on the issue so it continues to act as a major barrier (Hosek, 2013).

Due to the lack of basic services in favelas, many times, residents are forced to find other means of sourcing services for their immediate needs solutions which are illegal in most cases (Alvardo, 2015). With regards to electricity, many individuals steal it from the overhead cables which run through favelas, often at times jeopardising being electrocuted in the process (Alvardo, 2015). According to Alvardo (2015), many people living in favelas are prepared to risk their lives by stealing electricity and connecting illegally and not take into consideration their consumption levels, if they can use the electricity to be able to provide necessary needs for their families, such as cooking, refrigerating and lighting needs.

This case study clearly shows that with a lack of basic services, other health and life-threatening risks emanate from this. Government funding for the provision of basic services is cost to the state instead of an investment, but by looking at the provision of interim services, local governments would be able to decrease several issues that are associated with the absence of basic services, while the government finds other means of addressing the issue of favelas as a whole.

4.2.2 Case Study of the Provision of Interim Services in Dhaka (Bangladesh)

A case study in Dhaka, Bangladesh of the Slum Improvement Project (SIP) shows examples of community organisation and participation; including Women in Development; Scaling up of Upgrading; and the provision of interim basic services (Menon, n.d). Essentially this particular case study speaks of the SIP, which is a UNICEF-funded, community-based determination in Bangladesh that aims to improve the slum situation by providing adequate housing structure and basic services such as water, electricity, and sanitation; empower women living in poor conditions by including them in the construction processes of housing projects, and the provision of primary health care that responds directly to diseases that emanate from poor sanitation in informal settlements (Menon, n.d). The starting point was in the mid-eighties, whereby the first phase took place in 57 slums in 5 mid-sized towns (Menon, n.d). The second phase took place in 1990 and by 1994, grew to include several 25 cities which included 185 slums, reaching 40 000 women (Menon, n.d). According to Menon (n.d.) The SIP highlighted the involvement of the community but with a focus on an enhanced role for women in project activities by incorporating local individuals in participating in projects such as the erection of ablution facilities. The key activities in the context of this dissertation are that the SIP aimed at connecting existing urban services to informal settlements and improving institutional capacity to work with the urban poor.

Key role players of this case study were, at the domestic level there was the Central Coordination Committee (CCC) that consisted of councils from numerous departments, The United Nations Children's Emergency Fund (UNICEF) and city governments which provided policy inputs, coordinated activities and controlled financial and technical matters (Menon, n.d); a Project Implementation Office (PIO), was established at the Local Government Engineering Department (LGED) to act as a secretariat to the CCC; and lastly at a municipal level, Project Implementation Committees (PIC), were headed by the Municipal Chairperson, with representatives from the relevant departments, and with an engineer from the LGED as the Project Manager (Menon, n.d).

Successes of this case study that are highlighted by Menon (n.d.) in the context of this dissertation are that there were improvements in the physical environments of slums as

there were new, and in some parts upgraded footpaths, latrines (sanitation), tube-well, drainage, and the provision of electricity on an interim basis while larger zoning projects of this informal settlement improvement are were being undertaken. As a result, household incomes increased and on a social capital aspect sanitation, health awareness was realised by the community and they could minimise diseases associated with slums such scabies, diarrhoea, and respiratory problems (Menon, n.d). The provision of services through the SIP program was done so to mitigate the state of poor environments in Dhaka as many people were getting sick because of the lack of sanitation services. After the implementation of the SIP program which heavily focussed on employing and training women, levels of health sicknesses went down and the informal settlements became dignified as opposed to then time whereby they lacked such services (Menon, n.d).

This case study goes to show that if a community of informal settlement dwellers is provided with basic services then the promotion of livelihood strategies is enabled with the added benefits of mitigating health issues that are associated with slums. Without the provision of interim services, issues of people's well beings keep piling up and can be as risky as seen in the case study of Rio de Janeiro.

4.3 Literature Review in the South African context

In South Africa, substantial inequalities exist between urban and the rural boundaries in relation to access to basic social services. Ziblim (2013) states that there is about 21% of the population that does not have access to better-quality sanitation services, keeping in mind that the difference is 14% in the urban area, compared to the 33% in the rural areas. The development Hopkins (2006) argues that the development gap between the urban and rural division adds to developing trends in rural-urban migration, predominantly among the youth, and further reinforces the socio-economic inequalities as well as challenges posed regarding access to shelter and adequate housing in the cities. The rural-urban migration usually occurs due to people seeking job opportunities in urban areas. Bennett and Fieuw (2012) state that to-date, there is an estimated 2.1 million households in South Africa that still live under very precarious conditions, either in informal settlements or backyards of formal dwelling units, that do not have access to

basic services such as potable water, electricity, and other amenities (WBI, 2011; Bennett and Fieuw, 2012). In 2007, there were about 2,600 informal settlements in South Africa, and this quantity continued to increase at about 5-7% every year.

Housing policy at a national level endured an amendment after the first ten years of democracy (Department of Housing, 2004a). The revised policy or 'housing programme', that consists of Chapter 13 of the Housing Code, an 'Informal Settlement Upgrading Programme' (Department of Housing, 2004b), was appropriately termed 'Breaking New Ground'. While analysts and experts have found the new Housing Programme to be essentially a continuation of the previous policy (Charlton and Kihato, 2006), the Informal Settlement Upgrading Programme clearly calls for a 'paradigm shift' (Department of Housing, 2004b, cited in Huchzermeyer, 2006b) and puts forward a very diverse method to dealing with informal settlements.

The in-situ upgrading programme needs an exploration by the municipalities into the likelihood of in-situ upgrading and accepts that in some cases informal settlement dwellers would have to relocate, but this is only done so as a last resort (Huchzermeyer, 2006a). Its principles and funding applications to the in-situ development as well as the development of the relocation site. This programme makes funding available funding to mediate the immediate needs of communities through the provision of interim basic services, for community participation and empowerment in decision-making, for the provision of basic community facilities that is not limited to just housing and infrastructure, and for support in relocation where this process is obligatory (Huchzermeyer, 2006a).

The Housing Development Agency (HDA) (2012) suggests that there is a precarious need to shift further than just basic service provision infrastructure to improved livelihoods, and stronger local economies within informal settlements. HDA (2012) also states that there is a need to discover different approaches that would improve government initiatives and for people to explore different survival strategies which this study aims to achieve (HDA, 2012). A significant constraint is that the key developmental programs of the government tend to be rather distributive in nature, although such programs have produced substantial improvements such as access to improved sanitation; access to clean water; and adequate housing (HDA, 2012). This, in turn, assists in improving ones' livelihood through

the provision of such services and infrastructure. Methodologies headed for livelihoods and the economy have equally tended to be 'supply driven' and distributive and have subsequently failed to effectively construct local social capital and independence (HDA, 2012).

The Household Substance Level Survey of 2002 that was carried out in South Africa discovered that in the past 30 years the poorest underwent the highest annual rise in their basic living costs which were at 17.1%, about 60% of which is sustenance (Mngxitama & Eveleth, 2004). The Organisation of Civic Rights (OCR) discovered that South Africa has the most extreme and largest income disparities in the world as there is a population of 13 % enjoying a 'first-world' status and more than half the population of 53% living in 'third-world' conditions (Mngxitama & Eveleth, 2004). Even though in 1994 freedom and 'change' was ushered into the, a large population of citizens still live a life of poverty whether it be in rural or urban areas (Karumbidza, 2001a). Ngeshu & Ncwane (2002) argue that job opportunities seem to be declining in South Africa due to the restructuring of the economy, technology, and globalisation. This form of development outlines the complications, specifically related to race, class, and the political survival of the government.

The adoption of the Growth Employment and Redistribution Strategy (GEAR) has been seeming as the reason for thousands of jobs being lost in various sectors. This is notwithstanding the point that the GEAR policy had anticipated 1.35 million new jobs. According to Marais (2001), GEAR has no redistributive objective and no clear connection between income redistribution and growth. The minimal job creation along with the shedding of jobs steered changes in the labour market with a growth in the elasticity of the labour market and modernisation of production that also caused the introduction of technologies that hindered manual labour, increased out-sourcing and as well as the reintroduction of contract and casual labour (Marais, 2001:175). This scenario forced job seekers to migrate to urban areas without there being any support systems and therefore relying on family members to get some sort of shelter by squatting with them.

Job seekers that do not have family members staying in urban areas they have no option but to opt for informal settlements on land they deem vacant and in proximity to address

their needs as it is more 'affordable' (Ngeshu & Ncwane, 2002). The jobless individual implements various survival strategies to meet new and old encounters of being evicted and not being given the chance to partake in the then current economic system and the labour market as it remains to trim itself and develops information technology to run itself and exclude manual labour. As these informal settlements mushroom, people, therefore, require basic needs as their environments are usually hazardous one that is not sustainable.

A statement by Emma Makhaza in the literature by Marais (2001) explores other survival strategies: *"Emma Makhaza told commissioners at the Speak Out on Poverty Hearing in 1998: I am having seven children and nothing to depend on. I am making bricks and sometimes it rains and then I can't do it. And I collect food and take it to people. I fetch wood and collect cans of cold drink and sell them. When I am without food then I go next door and if they don't have, then the children will have empty stomachs and I cry. Yesterday I left with my children fast asleep because they will ask me what we are going to eat. I am very thin because when I bought a bucket of mille meal, I won't eat at all if I am thinking of the children..."* This statement by Emma Makhaza cited in Marais (2001) goes to show that with the absence of services, even on an interim basis, Emma cannot exercise her livelihood strategies of making bricks as she does not have a source of water she can utilise and without roads and footpaths, it becomes difficult to transport other goods to customers. This makes it difficult for Emma to provide for her family as opposed to if services such as water, electricity, roads, and footpaths, in this context, were provided.

4.3.1 Case Study of the Struggle for Basic Sanitation in Nokotyana (Johannesburg)

In the case of Nokotoya in South Africa, the study discusses on the struggle for basic sanitation in an informal settlement in Harry Gwala referred to as Nokotyana in which Tissington (2011) it states that "Only one case before the Constitutional Court has explicitly included the right of access to basic sanitation." In November 2009, there was a judgment handed down in the case of Nokotyana, whereby the Constitutional Court declined to decide on the ratio of toilets in between households and the appropriate type of sanitation for the Harry Gwala informal settlement (Tissington, 2011). The case study

is important because it outlines and highlights the fault lines in which different spheres of government do and do not approach informal settlement upgrading, the lack of minimum standards for the provision of basic sanitation and access to interim basic services in informal settlements (Tissington, 2011).

For several years, there has been a large community that has been residing in the Harry Gwala informal settlement, which is in the Ekurhuleni Metropolitan Municipality which is situated in the Gauteng Province, that have tried to engage with the local municipality to have the informal settlement upgraded in situ, as opposed to being relocated (Tissington, 2011). The residents launched an application for basic engineering services that were inclusive of 'temporary sanitation facilities' in in the South Gauteng High Court, however, their application was unsuccessful (Tissington, 2011). The residents then appealed to the Constitutional Court directly focusing their appeal on the High Court's decision not to force the municipality to provide basic sanitation (Tissington, 2011).

On the 15 of September 2009 shortly before the hearing, the national and provincial government offered to fund for the provision of one chemical toilet for every four households (1:4) for the Harry Gwala informal settlement. Nevertheless, the Ekurhuleni municipality declined the offer on the basis that the conditions of the applicants are the exception and unique and that this would mean that it would amount to unfair discrimination against other equally positioned communities under its jurisdiction (Tissington, 2011). There has been much disapproval of the Constitutional Court's judgment in *Nokotyana*, in which, according to Huchzermeyer (n.d), appeared to misinterpret Chapter 13 of the Housing Code around the provision of interim services in informal settlements and provided no clarity of the minimum standards for basic sanitation in informal areas. Furthermore, Bilichitz (2010) adds that the Constitutional Court took an extremely formalistic approach to the issues before it, and avoided making any decision as to whether the normative content of section 26 (of the Constitution) includes basic sanitation. The inescapable conclusion seems to be that for some reason the court was attempting to use all the tools it had to avoid giving definitive content to socio-economic rights.

Lessons learned in this case study in the context of this dissertation is that people living in informal settlements have come to realise that with the provision of basic interim services by the state, they too can be able to uplift themselves out of poverty and restore their dignity. Basic services are an essential need for people to be able to begin the process of exercising livelihood strategies with municipalities being providers of interim services, this objective can be achieved. Informal settlement dwellers know their needs better than a person who is not residing in the same conditions and using various legislations and policies the South African government has devised, people can use these to alleviate their poor living conditions and their basic needs as human beings.

4.3.2 Case Study of the Provision of Interim Services in the eThekweni Municipality

The local Water Service Authority in South Africa realised the implementation of interim water and sanitation services within the incremental upgrading of informal settlements (Crous, 2014). The eThekweni municipality consists of success factors for interim services, more specifically interim communal water, and sanitation facilities (Crous, 2014). The eThekweni municipality has devised a strategic method to the upgrading of informal settlements, which is the rollout of interim communal ablution blocks, and over the four years of experience at a large scale. These communal ablution block amenities do not use dry sanitation services but rather waterborne services (Crous, 2014). This decision was done so strategically in line with the obligation to merge those services with future as permanent services would be implemented when funds are available.

This rapid rollout in the eThekweni municipality was accomplished by the speedy employment of community ablution blocks (CABs) that use shipping containers that are modified (Gounden 2011). EThekweni Water and Sanitation (EWS) were additionally accountable for the employment of custodians to overlook and manage the ablution blocks along with the provision consumables that consist of cleaning items and toilet paper (Gounden 2011). In this case study, it is important to note that the eThekweni Housing Department shifted their focus of informal settlement upgrading from the provision of only toilets to the provision of infrastructure, which consists of bulk water and

sewer infrastructure; electricity; and roads, in which would be an interim relief to informal settlements that were listed to be upgraded in-situ (Nkici 2012).

The rollout of interim services by the eThekweni Water and Sanitation Unit is carried out in partnership with the eThekweni Housing Department, Health Department and with the Architecture Department so that unnecessary expenditure is reduced (Nkici 2012). EWS remains the primary boundary between communities and interim municipal services and is also the implementing agent of interim municipal services. In the eThekweni municipality case study, it was found that settlements that were provided with full municipal services within three years but are held in reserve for future full-service upgrading in-situ in the Municipality's Housing Plan are in turn, provided with interim services (EM, 2012). According to Crous (2014) informal settlements have been classified into four categories by the municipality, namely being: Category 1 - Imminent full upgrade; Category 2 - Incremental upgrading with interim services; Category 3 - Emergency Services only, as full upgrading is not possible; and Category 4 – Relocation.

This case study on the eThekweni Municipality also states that with the backlog in sanitation services being 231 387 households, the provision of interim services cannot be a short-term project (Crous, 2014). Furthermore, this case study projects that about 220 community ablution blocks are required per year, with overall ablution facilities being 3085 throughout the eThekweni Municipality by the year 2026 (Crous, 2014). Therefore, the implementation of interim services cannot be delivered on an impromptu basis but must in fact form part of the integrated planning of informal settlements along with the maintenance and operation of these amenities must be effectively planned for to ensure their longevity and sustainability.

4.4 Legislative Framework Guiding the Provision of Interim Services

4.4.1 The Constitution of South Africa - 1996

The Constitution of South Africa of 1996 is the ultimate law of the Republic of South Africa. The constitution brings the legal foundation of South Africa, sets out the duties and rights of South Africa's citizens, and defines the structure of the governance and

government. The current constitution which is the fifth was drawn up by the elected parliamentary government of 1994 which was the African National Congress (ANC), which was also the first non-racial elections the South Africa had ever seen. The constitution was propagated by the former and late President, Nelson Mandela on 18th of December 1996 and came into effect on 4 February 1997, replacing the Interim Constitution of 1993.

In the context of this dissertation, the Constitution of South Africa (1996) encompasses clear and justiciable provisions in Section 26 that guarantee individuals the right to adequate housing. Section 26 of the Constitution of South Africa (1996) states that "everyone has the right to adequate housing" and Section 2 of the same Article orders the Government to take reasonable legislative and other measures, within its available resources to achieve the progressive realisation of this right. The constitution of South Africa (1996) additionally states in Section 3 that "no one may be evicted from their home, or have their home demolished, without an order of the court made after considering all the relevant circumstances. No legislation may permit arbitrary evictions."

Section 26 of the Constitution of South Africa (1996) delivers the principal legislative framework whereby all national policies and programmes on adequate housing including informal settlement upgrading originate their legitimacy and support in South Africa. Chapter three of the Constitution of South Africa (1996) also encompasses provisions pertaining to Cooperative Governance that also forms an important aspect of processes and modalities of informal settlement upgrading.

The Constitution of the Republic of South Africa (1996) section 27 (2) states, every South African citizen residing in the Republic of South Africa has the right to access of clean and potable water and the government should take reasonable legislative and other measures within its available resources to achieve the progressive realisation of this right. In realisation of this right Section 2 (a) of the Water Services Act, 108 of 1997 ensured the right of citizens to have access to a basic water supply and sanitation provision necessary to ensure an environment not harmful to the health of the citizens.

The constitution is relevant to this study as it is the foundation of which people exercise their rights and the government responds to people's rights by providing government-

funded housing, and before government housing can be provided, in some instances, interim services are provided while beneficiaries are awaiting adequate government funded housing.

4.4.2 The Housing Act of 1997

The Housing Act of 1997 (Act No.107 of 1997) was sanctioned to provide an effect to Section 26 (1) of the Constitution of South Africa. The Housing Act (1997) fundamentally provides for sustainable processes of housing development by providing the main principles that guide such processes at all spheres of government in South Africa. The Housing Act (1997) also outlines among others, the relationship, and functions of the National, Provincial, and Local tiers of government, the individuals, and communities in relation to housing development (Tissington, 2011). The Housing Act (1997) additionally encompasses pertinent provisions in Section 2 that assist municipalities to ensure a racially integrated, pro-poor, non-discriminatory, and participatory process of upgrading of informal settlements that are based on the ideologies of good governance.

Key principles of this act in relation to this study is that, Section 2 (1) of the Housing Act (1997) states that all spheres of government must Give priority to the needs of the poor with regards to housing development, consult implicitly with communities and individuals that are affected by the development of housing. Section 2(1) additionally orders all the spheres of government to safeguard housing development that: delivers as wide a choice of housing and tenure options as is practically conceivable; is socially, fiscally, and economically sustainable and affordable; is founded on integrated development and is managed in an accountable, transparent, and unbiased manner, and maintains the practice of good governance.

Prominently, Section 2(1) (e) (iii) states that “the establishment, development, and maintenance of socially and economically viable communities, and of safe and healthy living conditions to ensure the elimination and prevention of slums and slum conditions.” Moreover, Section 2 (1) (e) (vi), states that “measures to prohibit unfair discrimination on grounds of gender, and other forms of unfair discrimination by all actors in the housing development process.” These general ideologies of the Housing Act are instructive for the developments and modalities of the in situ upgrading of informal settlements, which

has been envisioned to aid the conception of integrated urban cities and to also diminish social exclusion in South Africa.

In relation to the interim services and in-situ upgrading taking place in aMaoti-Mozambique, there is clear evidence that the Housing Act has been abided to as there are no exclusions and unfair discriminatory systems in place that do not give residents access to services. When you look at an adjacent site such as aMaoti-Angola, aMaoti-Geneva, and aMaoti-Tanzania, you can clearly see the type of development that aMaoti-Mozambique is scheduled to receive soon and the type of housing development provided abides by the principles of the Housing Act (1997).

4.4.3 The White Paper on Housing - 1994

The White Paper on housing which was the first post-apartheid housing policy which was implemented by the African National Congress (ANC). The White Paper in principle was introduced to: create viable, integrated settlements whereby households can access infrastructure, opportunities, basic services, within which all citizens of South Africa will, on a progressive basis, have access to a permanent housing structure with secure tenure, guaranteeing privacy and providing adequate safety; portable water, hygienic services that include electricity supply and waste disposal (Tissington, 2010).

The White Paper on Housing also specifies that: Despite the constraints in the environment, every effort will be made to realise this idea for South Africans but by also identifying the need for employment and general economic growth as well as the assistance and efforts of individuals along with housing credit providers (White Paper on Housing, 1994). Among other goals, in the context of this dissertation, the main goal of the White Paper on Housing (1994) was to secure an ascending change in the national housing budget to 5%, so that a realisation of a constant increase in the delivery of housing can reach the projected target of 338 000 units per annum. This was to allow the government to accomplish its targets it had set for itself of delivering one million units in five years (White Paper on Housing, 1994). There have been several housing programs (such as informal settlement upgrading that comprises of the provision of informal settlements) that have over the years, been implemented in trying to accomplish the

ideals of the White Paper policy document, concluding in the momentous policy shift in 2004, with the introduction of the BNG.

AMaoti-Mozambique in relation to the housing White Paper clearly shows evidence on site of the objectives of this policy. The eThekweni Municipality has rolled out the implantation of basic interim services that include potable water, sanitation systems, roads and footpaths, waste management and electricity as per the principles of the White Paper. Opportunities and adequate housing are yet to be provided in aMaoti-Mozambique, but according to the eThekweni municipality water and sanitation division (2016), adequate housing will be provided soon. Opportunities are provided in the form of locals being trained and used as labourers in housing construction phases which is superimposed by the municipality to contractors to do so, and the provision of interim services is hypothesised in this study to promote livelihood strategies.

4.4.4 The Breaking New Ground - 2004

From 2002 to 2003, the Department of Housing now known as the Department of Human Settlements undertook a comprehensive review of the housing programme after recognising several 'unintended consequences' of the existing programme (Tissington, 2011). These unanticipated problems included peripheral residential development; poor quality products and settlements; the lack of community participation; the limited secondary low income housing market; corruption and maladministration; a slowdown in delivery; underspent budgets; limited or decreasing public sector participation; the increasing housing backlog; and the continued growth of informal settlements (BNG, 2004). The review aimed to use the Department of Human Settlements as a hub to focus and address complex questions of space and economy.

The BNG (2004) intended to shift away from a focus on quantity of houses delivered to quality (size and workmanship of housing product, settlement design, alternative technology, etc.) and choice (tenure type, location, etc.). It aimed to increase the rate of delivery of well-located housing of acceptable quality through a variety of innovative and demand-driven housing programmes and projects (BNG, 2004). The BNG was to build on the principles of the 1994 Housing White Paper but also supplement existing mechanisms and instruments to ensure more responsive, flexible, and effective delivery.

It also sought to place increased emphasis on the process of housing delivery, i.e. the planning, engagement, and the long-term sustainability of the housing environment (BNG 2004).

The BNG policy acknowledged the change the housing demand, the increasing average annual population growth, the drop in average household size, significant regional differences, increasing urbanisation, the skewed growth of the residential property market, growth in unemployment and a growing housing backlog despite substantial delivery over the previous decade (BNG, 2004). Furthermore, BNG acknowledged that subsidised houses had not, in fact, become the 'valuable assets' envisioned in earlier policy. Moreover, beneficiaries' inability to pay for municipal services and taxes meant that municipalities viewed such housing projects as liabilities, and were not particularly responsive to the national department's more progressive intentions around housing (BNG, 2004). The document frames housing delivery more explicitly as a catalyst for achieving a set of broad socio-economic goals (BNG, 2004).

The objectives of the Breaking New Ground policy give guidelines on how the then Department of Housing was going to promote the achievement of a non-racial, integrated society through the development of sustainable human settlements and quality housing (BNG, 2004). The Department was therefore committed to meet the following objectives: accelerating the delivery of housing as a key strategy for poverty alleviation; utilising provision of housing as a major job creation strategy; ensuring property can be accessed by all as an asset for wealth creation and empowerment; leveraging growth in the economy; combating crime, promoting social cohesion and improving quality of life for the poor; supporting the functioning of the entire single residential property market to reduce duality within the sector by breaking the barriers between the first economy residential property boom and the second economy slump; utilising housing as an instrument for the development of sustainable human settlements, in support of spatial restructuring (BNG, 2004).

The Breaking New Ground policy has not failed in terms of providing homes to the previously disadvantaged sector of the South African public, looking at the fact that the government has put a budget of over R30 billion for the fiscal year of 2013/14 (Trusler,

2009). However, the delivery rates are well below of what was required to achieve the eradication of all informal settlements by the year 2014 (Trusler, 2009). Fulfilling the desires of the beneficiaries in terms of economic and social positioning is an ever-varying issue, as individuals have their own expectations and needs that don't always align with those of the community and those offered by the government (Trusler, 2009). Housing the homeless is a task requiring consistent flexibility, and adaptability right down to project-specific level, while at the same time ensuring consistency which provides equality. Breaking New Ground is a solid base upon which an effective and efficient framework of the system can be built, and all informal settlement can be eradicated (Trusler, 2009). While the BNG was formulated of the basic ideologies of the White Paper on Housing, it, however, deviates in several ways from prior national housing programmes that include the importance it chairs on the upgrading of informal settlements in efforts to provide adequate housing to the underprivileged in South Africa.

Just as the White Paper's objectives on informal settlement upgrading, evidence of some of the principles and tools of the BNG are evident in this aMaoti-Mozambique in the form of the provision of services by the municipality to the informal settlement and this is part of the in-situ upgrading program that falls within the BNG policy. Where land cannot be developed in the adjacent informal settlements to this dissertations case study, those residents were relocated to a temporary housing settlement that was established by the municipality approximately 25km from aMaoti-Mozambique. This relocation process falls in line with the way in which informal settlement upgrading is done so in theory as per BNG policy. Moreover, beneficiaries' inability to pay for municipal services and taxes has been evident in the aMaoti-Mozambique informal settlement hence interim services have been provided to meet the communities' basic needs. As the BNG frames housing delivery more explicitly as a catalyst for achieving a set of broad socio-economic goals, the provision of interim services can temporarily be used as tools to promote livelihood strategies too while beneficiaries are awaiting housing.

4.4.5 Housing Code, the Upgrading of Informal Settlements Programme (UISP) – 2009

The Upgrading of Informal Settlements Programme (UISP) is a programme which offers grants to municipalities that are accredited to undertake in sustainable housing development projects that are designed for improving the conditions of informal settlements. The primary notions of the UISP are to enable a phased in-situ upgrading of informal settlements in contradiction of the relocation of informal settlement dwellers to Greenfields (Franklin, 2011). By this, the UISP aims to accomplish three correlated goals which are health, safety, tenure security, and to enable the occupants of informal settlements through participatory processes (Housing Code Part 3, 2009).

Chapter 13 of the National Housing Code (2009) highlights that "the challenge of informal settlements upgrading must be approached from a pragmatic perspective in the face of changing realities and many uncertainties." The problem of informal settlements should only be a 'housing problem' but it should rather be identified as an epitome of a fundamental social change, the resolution of which demands a multi-sectoral partnership, long-term commitment, and political endurance. The UISP notes that the direct and radical approach to slum "eradication," which is normally characterised by the forced relocation of slum communities, tend to provide short-lived and temporary solutions to the menace of slums. While this method immediately does away with slums, the same settlements often get reinvaded.

Therefore, underlying the UISP is the acknowledgment that a subsidiary method confronts the physical reasons of the development of informal settlements, through a more comprehensive multisector cooperation, haste key to sustainable informal settlement 'eradication.' In this context, UISP is executed in four key stages that primary focus on the provision of basic services, community participation, and security of housing. The final stage is the housing consolidation stage that is not financed under the UISP. Hence, support needs to be pursued from other pertinent national housing programmes at this stage (Housing Code Part 3, 2009).

Regarding this study, this programme has been implemented following as per policy objectives of upgrading informal settlements. Part of the process of upgrading informal

settlements is with the provision of interim municipal services as these are provided in areas where adequate housing is to be provided. Where government housing cannot be provided due to constraints, the people of that specific informal settlement are then relocated. In Mozambique, the UISP has been implemented and that settlement is still within the waiting period of receiving adequate housing, but while they wait, interim services have been provided as an immediate response to the people of Mozambique's basic needs.

4.4.6 Draft National Sanitation policy – 2016

The Draft National Sanitation policy (2016) encompasses the policy points which are important to be able to maintain fairness in the sector of sanitation which is one of the important components of interim services. The draft national sanitation policy (2016) also supports sanitation institutions but also to ensure the provision of sanitation which is sustainable in South Africa, along with positions that are linked to fairness in sanitation service provision; sanitation service provision that is on privately owned land; sanitation in sustainable human settlements; sanitation provision to backyard occupants; sanitation provision in informal settlements; free basic sanitation; sanitation in public institutions; emergency sanitation; integrated planning of sanitation; hygiene and end-user education; National Water and Sanitation Advisory Committee; and also to enforce sanitation regulations.

The draft national sanitation policy consists of key principles that talk about the importance of the provision of sanitation, especially to underprivileged communities. The right to access to basic sanitation is one of the key ideas within this policy as it outlines that ensuring universal access to basic sanitation is renowned as a constitutional obligation of the national sphere of government, with constitutional accountability of the provision of basic sanitation services at the local sphere of government. Moreover, municipalities must take practical methods to realise this right. Highlighting hygiene and end-user education in sanitation service provision is a key objective of this policy as hygiene education is the key to increase the benefit of the provision of sanitation service to the public. Sanitation improvement must prioritise hygiene education in development and implementation. End-user education is essential for users to fully realise their

sanitation responsibility, rights and water management and the demand for effective management must be prioritised in sanitation improvement. The draft national sanitation policy (2016) also states that there is a need for the reasonable regional provision of development resources because the restricted national resources accessible to upkeep the provision of basic services should be justifiably distributed among provinces, but by also considering, the population and level of development of a specific area.

Among other principles of the draft sanitation policy (2016) this policy is important in the context of this dissertation to outline that there is a policy that speaks specifically to the issue of sanitation that can guide informal settlement dwellers in realising some of their rights and expectations. Municipalities can also refer to this policy as a guideline in the packaging of various projects that are inclusive of sanitation and water management such as the interim services program.

4.5 Conclusion

This chapter has explored both international and South African literature in exploring different scenarios and contexts of the nature of informal settlements and the successes and failures of the implementation of interim basic services in the promotion of livelihood strategies. Common and exclusive survival strategies that are found in informal settlements were also explored to give a better sense of the nature of survival strategies locally and internationally. Case studies were also used in justifying whether informal settlement dwellers lives are improved after upgrading of informal settlements in-situ or if lives are not improved, which literature shows that if interim services are well maintained they become sustainable.

It is notable that cities throughout the world, but more specifically in the developing world are challenged by the rapid growth of informal settlements, where the absence of basic services have hazardous effects on both health and the environment. Throughout literature, these development encounters are realities for most South African cities. The South African municipalities are proactively addressing the problems associated with informal settlements through the provision of interim services.

The extensive literature on informal settlements, interim services, and livelihood concept has been explored to give a better understanding of the background of the nature of this

dissertation. Using various legislations and policies at both a local and international context as a guide in exploring livelihood strategies in informal settlements with the provision of basic interim service from the municipality, people can gradually uplift themselves out of poverty and better their living conditions. Not to say people cannot do this entirely on their own, but with the government as an enabler of key objectives such as being the provider of basic engineering services, people can do the rest on their own.

CHAPTER FIVE: BACKGROUND INFORMATION OF THE STUDY AREA

5.1 Introduction

This chapter provides a historical background and context of the case study area and its geographical location within the eThekweni Municipality. This chapter will also provide the socio-economic profile of case study area and state of development of iNanda with specific reference to the Mozambique informal settlement in aMaoti. The selected case study for this dissertation is Mozambique, which is an informal settlement within the community of aMaoti that forms part of the iNanda Township. The provision of interim services and historical livelihood strategies in the aMaoti informal settlement will be discussed in depth from the greater iNanda Township to the case study area being aMaoti and explore its characteristics.

5.2 EThekweni Municipality

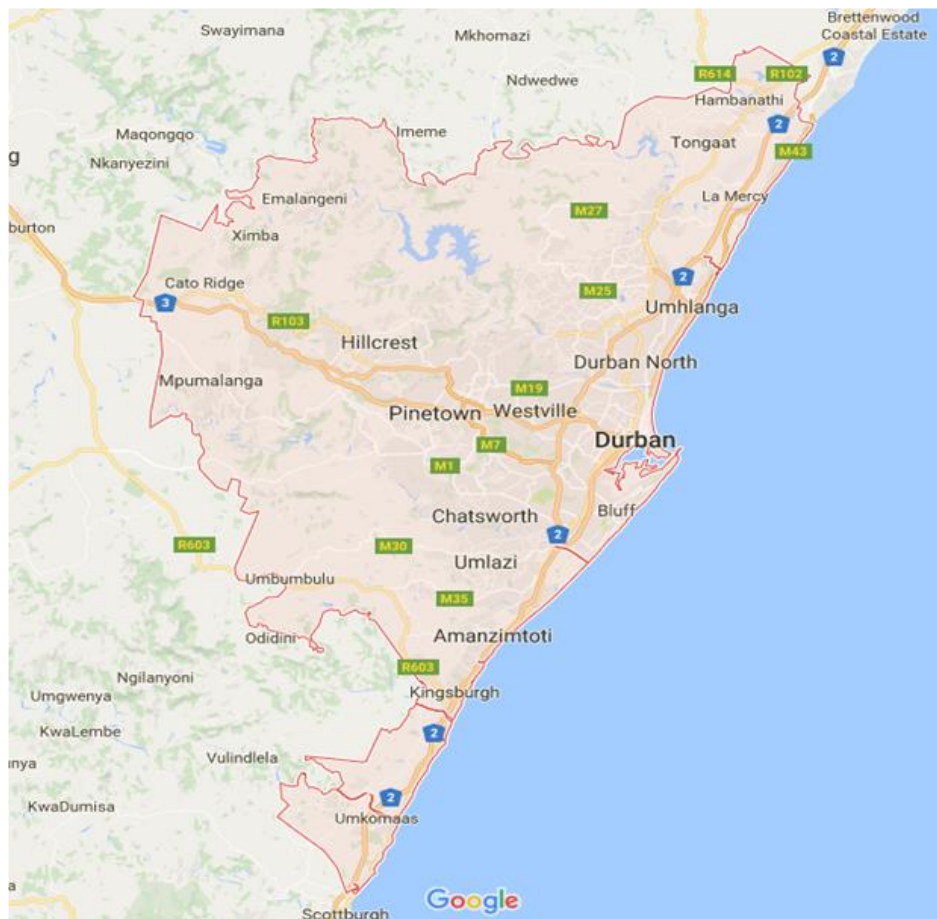
The eThekweni Municipality is a metropolitan municipality that was created in 2000 that consists of Durban (eThekweni, 2006). The eThekweni Municipality is located of the east coast of South Africa within the province of KwaZulu-Natal. The eThekweni municipality covers an area of approximately 2,291 km² and is the economic hub of KwaZulu- Natal (eThekweni, 2011). EThekweni has 103 wards and is one of 11 districts of KwaZulu-Natal. Most of its population of 3,442,361 people speak isiZulu (Statssa, 2015). The municipality was formed from seven formerly independent local councils and tribal land. Map 5.1 below shows the geographical boundary of the eThekweni municipality.

Out of the population of 3,442,361 people that reside in eThekweni, a quarter of that population reside in rural and urban informal settlements, which are predominately situated on land that is difficult to purchase and very difficult and costly to develop due to unstable and steep slopes (eThekweni, 2011). The eThekweni municipality has been hands-on at responding to an array of challenges faced by households in informal settlements through the implementation of broad-based service delivery programmes aimed at providing necessary basic municipal services.

According to the eThekweni Municipality's IDP (2013/2014) their vision was "By 2030, eThekweni will enjoy the reputation of being Africa's most caring and liveable City, where

all citizens live in harmony.” The eThekweni municipality has amended their vision to ensure that there is alignment with strategic documents such as The Provincial Growth and Development Strategy and the National Planning Vision (eThekweni, 2011). These two key strategic documents have a 2030 timeframe. The importance of this information was understanding of the status of the case study area of Mozambique in aMaoti it is important to get a holistic overview of its municipality.

Map 5.1 eThekweni Municipality boundary



(Google Maps, 2016).

5.3 INanda Township

INanda forms part of an area referred to by the eThekweni municipality as INK which consists of iNanda, Ntuzuma, and KwaMashu. This is done as these three areas are adjacent to each other and their physical boundaries are indistinct (Dplg, 2008). EThekweni Municipality manages INK through a single administrative unit along with ward councillors which whom are responsible for wards that cut across iNanda, Ntuzuma, and KwaMashu. INanda is the oldest township amongst the three as it was established in the 1800s as a piece of land that was reserved for black people as it is situated on the periphery of Durban CBD (dplg, 2008). There is also a sizeable Indian population that resided in iNanda up until 1936 when it was labelled a 'Released Area' for exclusive living for Africans. INanda encompasses primarily of informal settlements, and has a sizeable formal housing backlog (dplg, 2008).

INanda is geographically situated in the northern region of KwaZulu-Natal which is 21km inland from the Central Business District (CBD) of the city of Durban. As isiZulu speaking Africans heavily dominate the area of iNanda, there are also Xhosa speaking Africans along with other cultures (dplg, 2008). Historically, iNanda has been known to be the home of Mr. John L Dube who was the first president of the African National Congress (ANC) and a foremost landowner in this area. Former and late president of the ANC Mr. Nelson R. Mandela also casted his first democratic vote in iNanda (Sithole, 2010).

The late Mr Mahatma Gandhi also made iNanda his place of operation in South Africa and thus became his second home. INanda is also the birthplace of a prominent Baptist Church leader, uShembe. Therefore, iNanda can be depicted as a place with rich historical background of many prolific South African icons (Sithole, 2010). In contrast to this history, iNanda, as of 2014, has had 164 murders and has been infamous for its high crime rate which is the highest in the townships of KwaZulu-Natal with over 1000 people killed per annum (Sithole, 2010).

In the 1930s segregationist laws unfolded in South Africa and privately owned land was rezoned as an area. Moreover, this was considered a subliminal attack on black and other Indian landowners who became hesitant to invest into their own farms (Ulwazi, 2015). In this era, the apartheid government had control and power in South Africa for a decade

and this matter prolonged on to a state of uncertainty until the 1950s, when the black urban South Africans became the focal point for the apartheid government.

Turning the attention to the blacks that were staying in urban areas was a calculated move by the apartheid government, as the then government had begun to have stricter oppressive laws imposed on black entering certain areas, especially the urban areas and addressing the issue of mushrooming informal settlements by forced removals (Ulwazi, 2015). The state then responded to these issues by establishing zones where townships would be located such as the INK townships, Umlazi, Lamontville, and Chesterville amongst others.

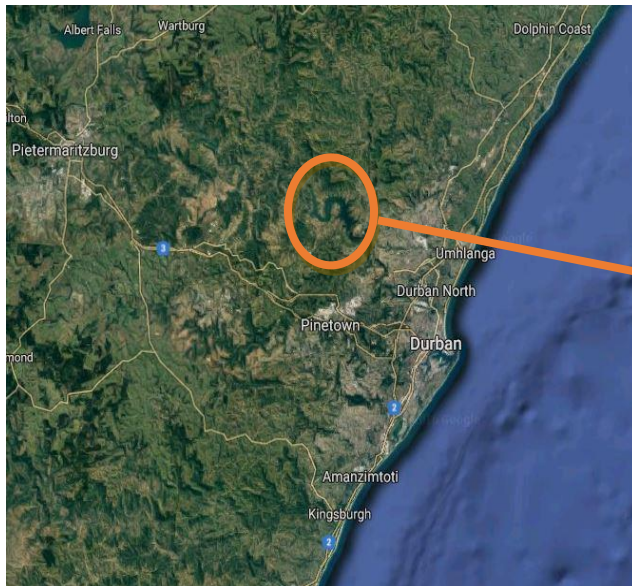
According to Ngceshu and Ncwane (2003) iNanda is now an urban township but was a rural area up until this changed in the 1950s. The transition from rural to urban was due to apartheid government policies that purposely undermined the black people from the rural areas and because of droughts. Ngceshu and Ncwane (2003) further added that these pressures by the apartheid government exerted by these situations were too much for the rural black South Africans. Because of these pressures, people moved closer and closer to Durban hoping that they too could better their poverty situations by seeking jobs in the urban areas where they also sought for accommodation to save on transportation costs. Forced removals that occurred in the 1960s in Cato Manor did not better the situation in iNanda as it just increased the number of inhabitants in iNanda especially from people that were migrating from drought stricken areas (Ngeshu and Ncwane, 2002).

The change from iNanda being a shanty town to a high density informal settlement occurred in the 1980s with high unemployment rates (Ulwazi, 2015). During that time, when forced removals were taking place, people who were employed were moved to the Kwamashu township and the unemployed blacks were forced to vacate the city altogether. The unemployed people that were left homeless sought refuge in iNanda. Landowners of iNanda, despite struggling with challenges of drought, were presented with an opportunity to backyard home rentals in addition to farming in which was the beginning of urbanisation in iNanda (Ulwazi, 2015).

Apart from the racial segregation history iNanda has, it also boasts as having one of the largest dams in the eThekweni municipality that provides water supply to a large portion

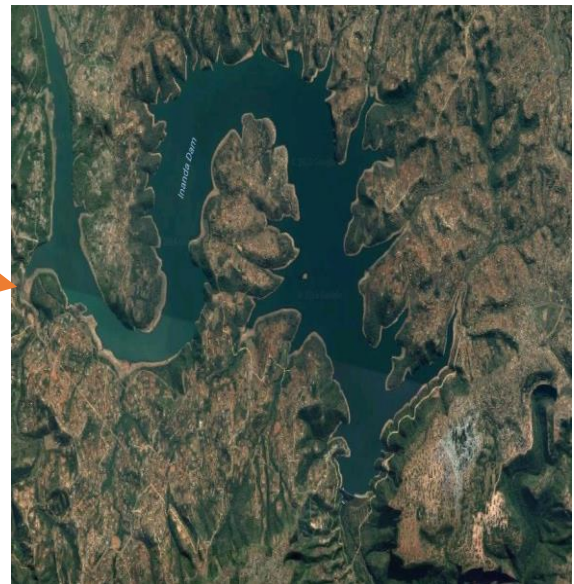
of eThekweni. The iNanda dam is also a tourist's attraction and serves as a playground for adventure sports such as river rafting and canoeing. Maps 5.2 & 5.3 and Plate 5.1 below show how large iNanda dam is by using an aerial map and a panoramic image.

Map 5.2 Ariel view of iNanda Dam



(Source: Google Maps, 2016)

Map 5.3 Enlarged picture of iNanda Dam



(Source: Google Maps, 2016)

Plate 5.1 Panoramic view of iNanda Dam



(Source: Static, 2016)

Map 5.4 Shows the geographical location of iNanda, demarcated in a faint red colour. Also one can see just how close Ntuzuma and Kwamashu are that form the INK township below Inanda.

Map 5.4 Geographical Location of iNanda



(Source: Google Maps, 2016)

5.4 AMaoti

INanda is a collective of smaller townships, as there are smaller communities towards the northern region known as aMaoti (aMawoti) (Mkhamisa, 2012). AMaoti is a small community within iNanda which also has its own rich and relevant history. Ranging from the area being at one point a forest with a numbered household on its upper hill, and rivers on its low-veld where illegal alcohol known as 'Gavin' was found; to the area once belonging to Indian people where they built houses are evident and plants such as blackberry trees, mango trees, Sugar Cane, Banana trees to mention a few (Mkhamisa, 2012). AMaoti also incorporates the history of wars that occurred in the late 1980s which also include that of the 1940s riot which was between African and Indian settlers, and political instabilities between Inkatha Freedom Party (IFP) and African National Congress (ANC) followers. According to Mkhamisa (2012) these above mentioned historical wars are not documented but are delivered orally by conducted interviews with the older generation that resides in aMaoti. As of this reason it is of concern that if these current reliable source passes on, surely the rich heritage of aMaoti will be extinct and future generations will be deprived of the areas historical significance.

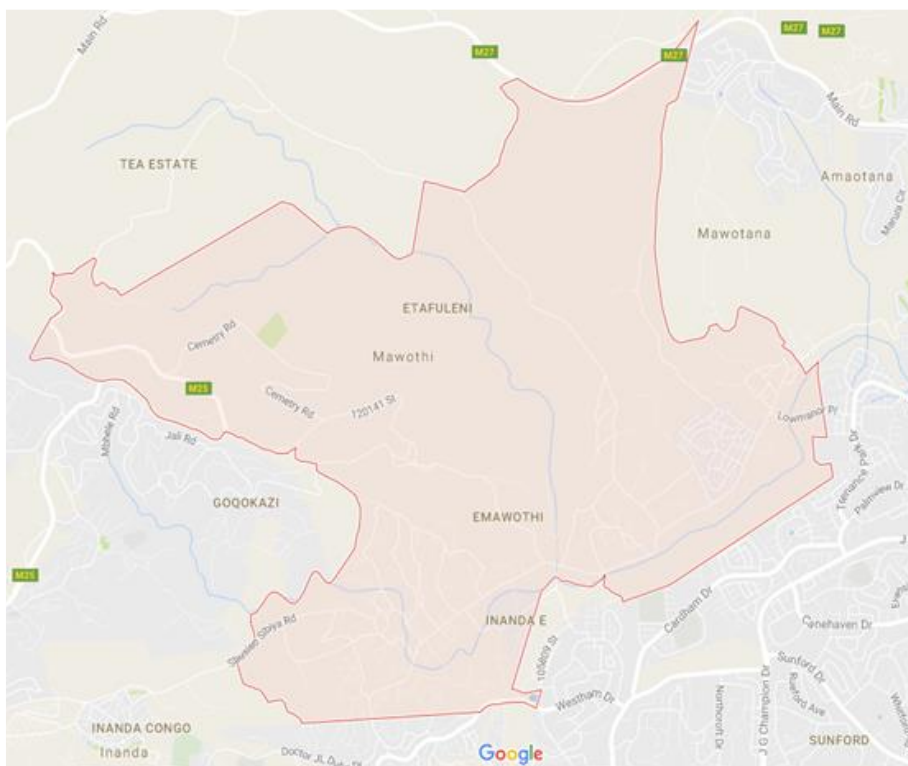
Before aMaoti became a community, it was in the past just a forest covered in Greenland with a handful of houses which were only situated on the upper-hill side of the area (Mkhamisa, 2012). The low-lying areas consists of bushes and more forest with the Ohlange River running through it. The history behind the forest and bushes is that the minor rivers were used by illegal 'Gavin' Brewers to store, prepare, distil and sell their product to consumers (Mkhamisa, 2012). Brewers in aMaoti used the river sides to dodge policemen as police vans could not access the areas which were used to brew the Gavin. So, whenever police approached they would be seen in advance, way before they reach the brewing sites and brewers would make their way up the hill, leaving little evidence behind and not get caught (Mkhamisa, 2012).

'Gavin' brewing was an informal way of the people generating their own local economy as it was very difficult during the apartheid era for them to get jobs with little or no skills (Mkhamisa, 2012). However, it is still not clear in history who founded the so-called Gavin factories but amazingly some residents still brew Gavin today and are thus self-employed and have never worked for any employer but themselves. AMaoti also has it small

significant history that makes it the settlement it is today, and being a part of the greater iNanda district, it also carries the same history of population growth.

Map 5.4 indicates the boundaries of aMaoti which is referred to as eMawothi on Google maps. Different people pronounce and write the name differently judging by various articles such as, eMawoti, eMawothi, aMaoti, aMawoti and aMawothi.

Map 5.5 AMaoti Boundary



(Source: Google images, 2016)

5.5 Mozambique

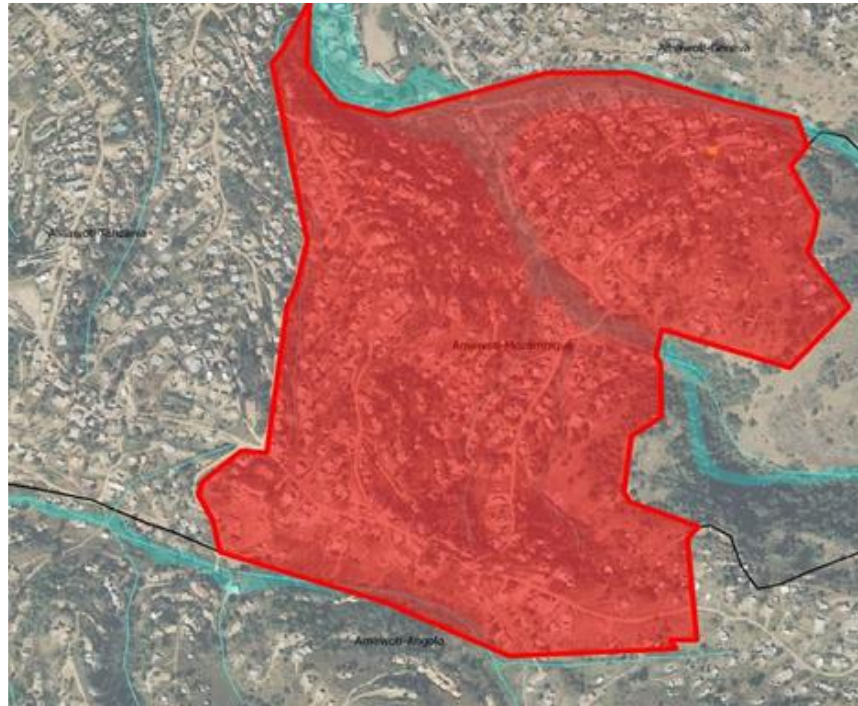
Mozambique is a cluster of an informal settlement that is in aMaoti. AMaoti-Mozambique is situated in between aMaoti-Angola, aMaoti-Geneva, and aMaoti-Tanzania, and shares some of each other's facilities such as stand pipes and ablution blocks. This cluster is the specific study area of this case study as aMaoti would have been too large for the

researcher to conduct field work (Bosch Semele, 2012). Most clusters within aMaoti are named after African countries as this was a way to all residents feel as one despite different ethnicities, even most of the population is isiZulu speaking (Bosch Semele, 2012). Other clusters that are located near Mozambique are Namibia (stop 8), and Congo which are the main two clusters that are found adjacent to Mozambique (Bosch Semele, 2012).

Mozambique is ward 57 in the eThekweni municipality and consists of the 300 known dwellings which are informal. Mozambique is found in the northern region of aMaoti and is situated on both state and privately owned land (Bosch Semele, 2012). Zoning that has been proposed by the eThekweni housing unit for this settlement is high density redevelopment. To provide immediate relief for this settlement, basic municipal services have been strategically placed within Mozambique with interim services too as the settlements awaits formal housing that falls within the in-situ upgrading program (Bosch Semele, 2012). Access to water in Mozambique is through standpipes and ablution facilities which also serve as sanitation relief to the community. Electricity is accessed via a pre-paid meter as this way, households can manage their electricity more cost efficiently. Waste collection in Mozambique is done so by Durban Solid Waste (DSW) (Bosch Semele, 2012). Most of the settlement and partly steep/ unusable and seepage soil which makes it difficult to develop on some parts of Mozambique, some of these parts are already consisting of informal settlements.

Interim services program began in 2012 in Mozambique to provide an immediate response to the informal settlements basic needs. EThekweni water and sanitation department has been the leaders in this program in Mozambique in collaboration with other departments such as: EWS Waste Water Department; EWS Water Department; EWS Bulk Infrastructure Department; Department of Housing; EHP; Housing unit (Planning Department); and Human Settlements Department (HSD) (Bosch Semele, 2012).

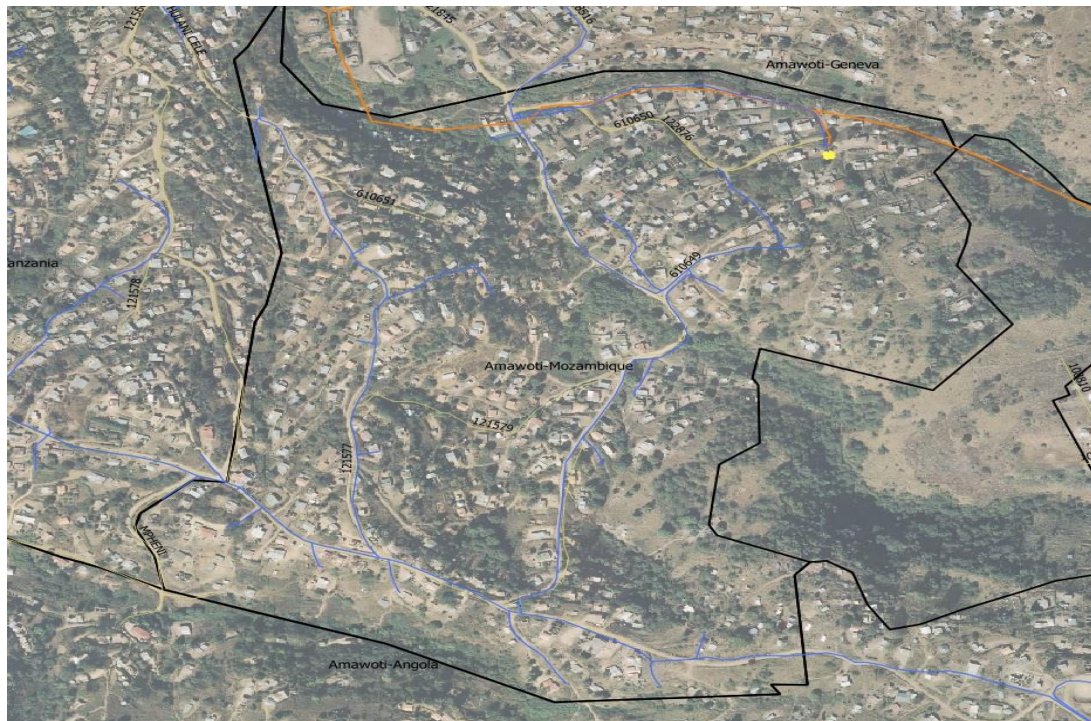
Map 5.6 Boundary of Mozambique in aMaoti



(Source: Bosch Stemele, 2016)

Map 5.7 below is a mapped image of Mozambique with all services that run through the site. The yellow square is the ablution block; blue line is the river that runs in and around the site; and the yellow and orange lines are the sewer connections whereby the ablution block is also connected to it.

Map 5.7 Mozambique Services Map



(Source: Bosche Stemele, 2016)

5.5.1 Socio-economic and Amenities Information (aMaoti-Mozambique)

AMaoti itself consist of quiet a few amenities and facilities that are at a walkable distance for all informal settlement clusters within aMaoti such as aMaoti-Mozambique, aMaoti-Tanzania, aMaoti-Geneva, aMaoti-Angola, aMaoti-Namibia stop 8, just to name a few. The images below will depict the closest key amenities and facilities to aMaoti-Mozambique that are located in aMaoti itself. These range from interim services, livelihood strategies, educational facilities, health facilities, to the housing typology found in aMaoti-Mozambique and adjacent settlements.

5.5.1.1 Interim Services

Interim services that are provided in Mozambique are ablution blocks, which work to provide sanitation and running water, interim roads and footpaths, for people to use to get to their desired designation more efficiently and vehicles to be able to go through the site; waste disposal bins, that is situated along the existing and interim roads; standpipes,

which are situated in areas whereby an ablution block cannot be placed due to constraints such as space.

Plate 5.2 below on the is of one of the many standpipes located in Mozambique, and plate 5.3 is an ablution block that is located in Mozambique in which people utilise to sanitary purposes, along with a shower and basin inside and a washing basin on the exterior.

Plate 5.2 Standpipe



(Source: Field Survey, 2016)

Plate 5.3 Communal Ablution Block



(Source: Field Survey, 2016)

Plate 5.4 below of the large portable bins that are situated along the existing and interim roads around Mozambique. Plate 5.5 is a photo showing a staff member of Durban Solid Waste (DSW), that comes and collects the waste once a week, according to a local resident of aMaoti-Mozambique.

Plate 5.4 Waste Disposal Bin



(Source: Field Survey, 2016)

Plate 5.5 DSW emptying waste bin



(Source: Field Survey, 2016)

Plate 5.6 is an image of what the interim road looks like, this road operates as the main access road into Mozambique and plate 5.7 shows that a tar road has been provided on an adjacent informal settlement as Mozambique awaits to be provided with a permanent road.

Plate 5.6 Interim road



(Source: Field Survey, 2016)

Plate 5.7 Tar Road meets interim Road



(Source: Field Survey, 2016)

5.5.1.2 Educational Facilities

AMaoti-Mozambique itself does not contain any educational facilities apart from an informal day-care centre. The surrounding areas of Mozambique within aMaoti consist of a formal creche, two primary schools, and a FET college. A high school that is located closest to aMaoti is iNanda high school and others that are found throughout iNanda but not necessarily in aMaoti.

Plate 5.8 Neighbouring creche



(Source: Field Survey, 2016)

Plate 5.8 above is a formal creche that is located across the road from Mozambique in Angola. Some residents of Mozambique send their children to this creche as it is more formal than the other creches in the area.

Below are plates of the two primary schools that are located in aMaoti. Plate 5.9 below shows Zwakele Primary School, which is a primary school located closest to the south-east region of Mozambique, and plate 5.10 (Nhlonipho Primary School) is a primary school that is closest to residents of Mozambique that live in the north-west region of Mozambique.

Plate 5.9 Primary School in aMaoti



(Source: Field Survey, 2016)

Plate 5.10 High School in aMaoti



(Source: Field Survey, 2016)

Plate 5.11 below shows the only tertiary institution that is located in aMaoti. Elangeni College is an FET College. It is quite a long walking distance for students that resident in Mozambique and some resort to taking a taxi whilst others endure a 30 minute (approximately) walk to and from campus.

Plate 5.11 Tertiary in aMaoti



(Source: Field Survey, 2016)

5.5.1.3 Public and Social Facilities

In Mozambique, there are no existing public or social facilities apart from a field in which kids utilise to play soccer most of the time. In aMaoti and within walking distance, there consists of a police station, a Christian church, Shembe church, Zion church, community hall, a public clinic along with a mobile clinic that drives through the area from time to time, and a post box facility.

The photo on the left (figure 19) is of a public clinic that is not situated in Mozambique specifically, but in aMaoti and within walking distance to the southern part of Mozambique. On the photo on the right (figure 20) is of a mobile clinic van that, according to a resident of Mozambique, comes by in the neighbourhood and parks in the same spot from time to time next to a local supermarket.

Plate 5.12 AMaoti Clinic



(Source: Field Survey, 2016)

Plate 5.13 AMaoti Mobile Clinic



(Source: Field Survey, 2016)

5.5.1.4 Livelihood Strategies

By straight observation by the researcher of this study, it was found that in aMaoti there is a common means of generating income which is the form of tuck-shops. Tuck-shops are an easier way of generating income to many households in aMaoti and in aMaoti-Mozambique specifically. In the study area, the researcher found that most households with tuck-shops are more developed in terms of housing structure as opposed to other homes in the area. With the provision of services and interim services, the researcher also observed that there are many other means to make a living in aMaoti such as car-wash's, panel beaters, tyre fitment's, taxis, tuck shops, and taverns. Apart from a few tuck shops, these means of making a living would not be possible without having either electricity, water, or roads.

Plate 5.14 is a taxi rank where informal jobs such as car wash services (service offered mainly to the taxis), food stalls operation and rank marshalling are created. Plate 5.15 shows a lady who hoards snacks, fruits, airtime and cigarettes for reselling to people coming to the aMaoti clinic.

Plate 5.14 Taxi Rank in AMaoti



(Source: Field Survey, 2016)

Plate 5.15 Income generation strategy



(Source: Field Survey, 2016)

Plate 5.17 below is a typical tuck-shop in aMaoti-Mozambique, and plate 5.16 shows local resident's panel beaters shop.

Plate 5.16 Income (Panel Beaters)



(Source: Field Survey, 2016)

Plate 5.17 'Spaza Shop'



(Source: Field Survey, 2016)

5.6 Conclusion

This chapter gives a holistic overview and background of the study area in Mozambique within aMaoti. The researcher started by giving a background to the municipality that governs Mozambique to get an idea of where the services to the site come from. To get a better understanding of the case study area, iNanda was used to categorise the township to understand the dynamics of aMaoti-Mozambique. Mozambique, as the case study area, explained in depth with regards to household sizes and services found on site as these all revolve around the provision of interim services. This chapter further provided visuals of interim services found in and around the study area. Visuals public, social, and health facilities was also provided to give a better socio-economic status of aMaoti-

Mozambique. Livelihood strategies that are existing in aMaoti-Mozambique were also broken down and visuals are also provided.

CHAPTER SIX: DATA PRESENTATION, ANALYSIS, AND INTERPRETATION

6.1 Introduction

This chapter presents the research findings, analysis and interpretation of data collected from municipal officials, ward councillor, contractors, and straight observations by the researcher and recipients of aMaoti-Mozambique informal settlements. The objectives of this study are used as themes to allow for a thematic analysis of the data collected. The purpose of this study was to assess if the provision of interim services promotes livelihood strategies in informal settlements and explore the various livelihood strategies that the provision of interim services brings about. The findings of the collected data in this dissertation are used as indicators to assess the level of satisfaction of interim services provided by the municipality to the residents of aMaoti-Mozambique. The principles and objectives of the UISP within in the National Housing Code (2009) aims to take advantage of the impact of the UISP by assisting as many households as possible to get interim basic services prior to the delivery of housing and targets the success of the national goal of upgrading of all informal settlements.

6.2 Socio-economic Overview

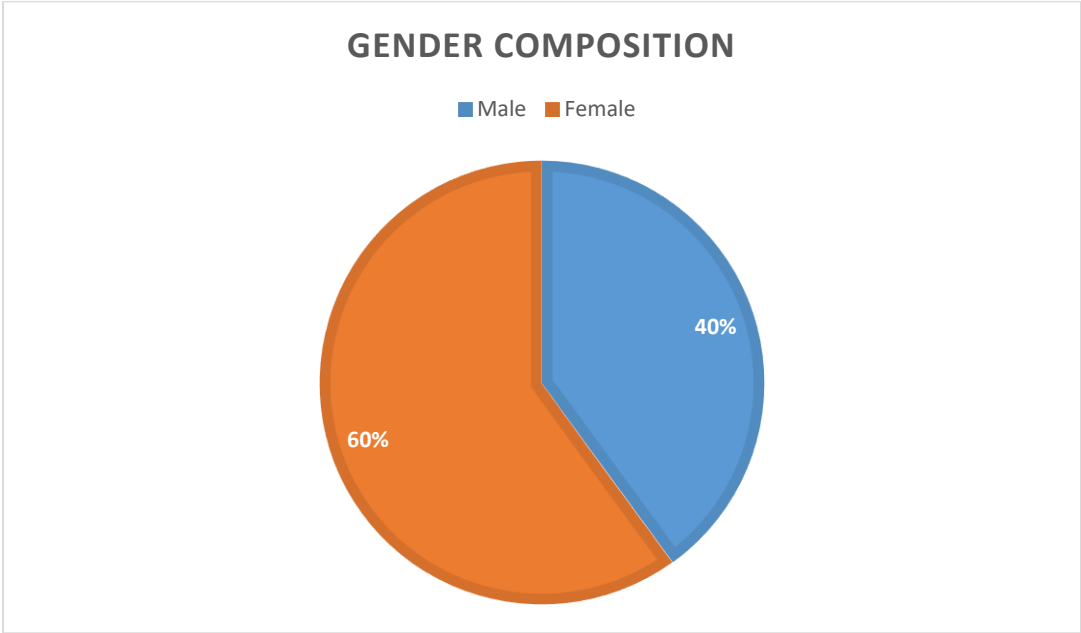
To get a better understanding of the study area of aMaoti-Mozambique, data that was collected in the form of field surveys, photos, interviews, and straight observations had been used to assess the economic and social aspects of the participants and structure of aMaoti-Mozambique informal settlement. The gender formation of aMaoti-Mozambique and the economic activity of the participants have been analysed to establish the economic activity of the participants in aMaoti-Mozambique as this influenced the improvement of housing and investment. The study on gender was also conducted to establish gender distribution and the cohesiveness of the inhabitants of aMaoti-Mozambique

6.2.1 Social Overview

This section presents the information of the respondents' basic overview to get an understanding of the dynamics of the study area.

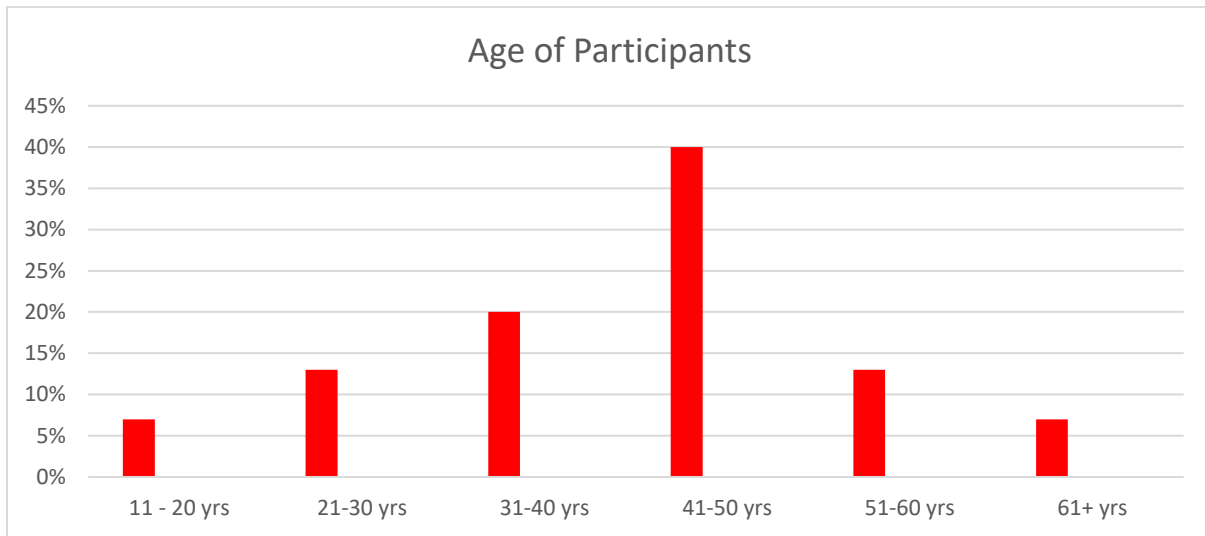
Figure 6.1 displays that out of the 15 participants 40% of the respondents were females and 60% were males. There is no real sign of the male-dominated settlement as the Constitution of South Africa (1996) states that 'everyone has a right to housing,' and not exclusive to a specific gender. The data shown in table 1 goes to reveal that the dominant gender within aMaoti-Mozambique are males. This would mean that more males urbanise in search of work as providers in communities, than females. Moreover, figure 6.1 demonstrated that the provision of interim services did not discriminate against people based on their gender and that all people, regardless of gender were part of the project.

Figure 6.1 Gender composition status



Source: (Fieldwork Survey, 2016)

Figure 6.2 Age of Participants



Source: (Fieldwork Survey, 2016)

Figure 6.2 shows that within aMaoti-Mozambique, much of its inhabitants are between the ages of 41-50 years of age. In essence, aMaoti-Mozambique is dominated by males that are in their 40's of which most of them stay with their families in the area.

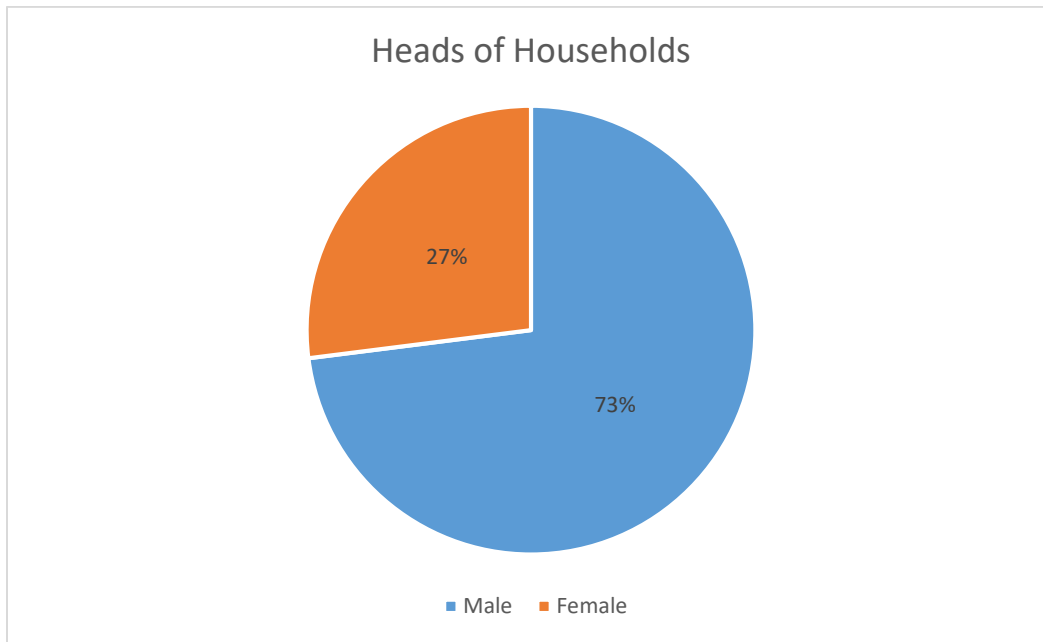
Table 6.1 Language(s) of Participants

Language Spoken	Interval	Percentage
isiZulu	14	93%
IsiXhosa	1	7%
Total	15	100%

Source: (Fieldwork Survey, 2016)

Around aMaoti-Mozambique, it was clear to assess that the predominant language that is spoken is isiZulu. 93% of the people that reside in aMaoti-Mozambique are also Zulu's hence why the predominant language was spoken is isiZulu. 7% of the people that reside in aMaoti-Mozambique are Xhosa's hence the 7% of people that reside in aMaoti-Mozambique are Xhosa's. All 15 of the people that participated in the researchers' questionnaires had a fair level of understanding of the English language too but preferred their home spoken languages as they only speak English when necessary.

Figure 6.3 Head of Households



Source: (Fieldwork Survey, 2016)

The above pie chart (figure 6.3) displays that within the participants of the research of this study in aMaoti-Mozambique, 73% of the people were the heads of households. About 27% of the people that were participants were living with elder family members that have homes in aMaoti-Mozambique. The heads of the households were 93% male-dominated. Only 7% of the female participants were female-headed households.

Table 6.2 Duration of Stay in aMaoti-Mozambique

Duration	Interval	Percentage
1-10 years	1	7%
11-20 years	3	20%
21 years and more	11	73%
Total	15	100%

Source: (Fieldwork Survey, 2016)

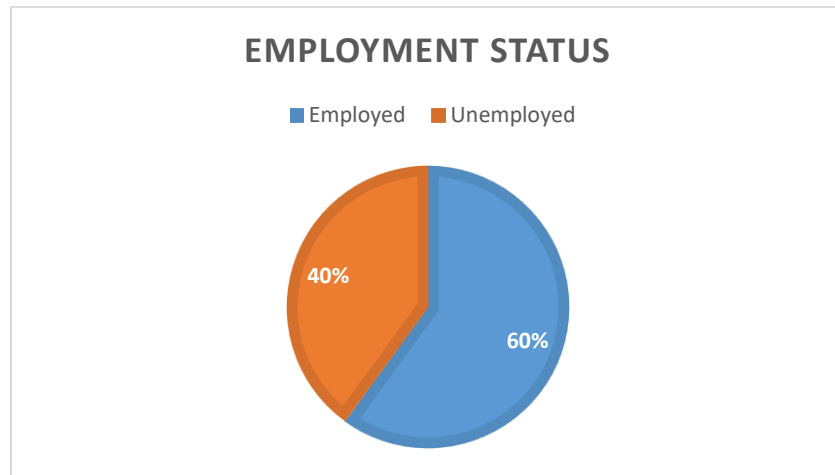
Table 6.2 illustrates that most people of aMaoti-Mozambique are people that have been residing in the informal settlement for over 20 years. 73% of the people have therefore been in aMaoti-Mozambique before there were even plans to upgrade the informal settlement. This information in table 6.2 guides this study in assessing how the provision of interim services has changed the lives of the people of this area. 7% of the people of this informal settlements have been residing in the area for less than 11 years and these are the people that have migrated to the settlement due to economic opportunities being made more convenient than from the rural areas they originally came from.

About 93% of the people of the aMaoti-Mozambique informal settlement have been staying in the area for over 20 years, these are the people who have gradually experienced how the area has changed over the years. According to these residents, they have seen increasingly people coming into the Mozambique and surrounding informal settlements due to the availability of land and the incremental housing project taking place that others also want to benefit from. The convenience of being close to public transportation routes and shopping centres makes it ideal for people from rural areas moving into aMaoti to try and make a better living by working in the close areas such as Phoenix, Umhlanga, Durban North, Redhill, Avoca, and CBD areas. An average number of people staying within each household is five. Being that there is an average of five people staying within each household, there becomes a very high demand for basic services and becomes the municipalities' priority to bring basic services to these people.

6.2.2 Economic Overview

This section of this study analyses and discusses the economic data that was collected during the conduction of field surveys of the study area.

Figure 6.4 Employment status



Source: (Field Survey, 2016)

Table 6.3 Type of Employment

Employment Status	Interval	Percentage
Employed (Skilled)	5	33%
Employed (Unskilled)	4	27%
Self-Employed	2	13%
Unemployed	4	27%
Total	15	100%

Source: (Field Survey, 2016)

Table 6.3 and figure 6.4 above depict the employment status of the case study area. Table 6.3 specifically shows that 60% of the people of aMaoti-Mozambique are employed and only 40% of them are unemployed. Of the 60% of the people that are employed, Table 6.3 further breaks it down into the type of employment the people of this case study area do. About 33% of the people of aMaoti-Mozambique are employed at places that require some sort of skill such as plumbing, building, carpentry, and some sort of education or qualification. About 27% of the people that are employed do jobs that require very little or no skill. Some of these jobs that were mentioned by the participants of this study were domestic workers, hair salon, gardeners, assistant bricklayers and other jobs such as washing cars/taxis.

13% of the people of aMaoti-Mozambique are self-employed with most of the self-employed people owning tuckshops in and around the case study area. Others have other means of generating income such as selling second-hand tyres, backyard mechanics referred to as 'bush' mechanics, panel beaters, and 'kitchens' where people from the area can purchase cooked food. 27% of the people that are unemployed either do not do anything for a living or live off government grants, participate in small jobs occasionally, and some just live off whatever their households provide them with. The South African National Housing Code (2009), with its upgrading of informal settlements programme, places an emphasis on the objective of upgrading settlements that are strategically well located to social and economic opportunities by addressing settlements that offer the opportunity of spatial restructuring and integration to the existing environment.

Table 6.4 Monthly Income Levels

Monthly Income Range	Interval	Percentage
R0-R500	5	33%
R501-R1000	2	13%
R1001-R1500	3	20%
R1501-R2000	2	13%
R2001-R3500	2	13%
Above R3501	1	8%
Total	15	100%

Source: (Field Survey, 2016)

Table 6.4 above shows different income levels per household on average in the study area. Broken down, 33% of the people in aMaoti-Mozambique either do not have a monthly household income or are living off under R501 per month. 20% of aMaoti-Mozambique have an average of R1001-R1500 household income that they live off a month. Only 8% of the people of aMaoti-Mozambique have a household income of R3501 and these people are predominantly ones that own small businesses in the area.

The main businesses that were observed by the researcher were that many of the small business owners have tuckshops that sell basic goods. From the researcher and participant's perspective in this study, the reason that there are a lot of tuck-shops in the area is that aMaoti is a large settlement and the distance to the main shopping centre 10-15km on foot. In South Africa, if an individual or household that earns less than R3500 a month is considered as a low-income earner (stats, 2015).

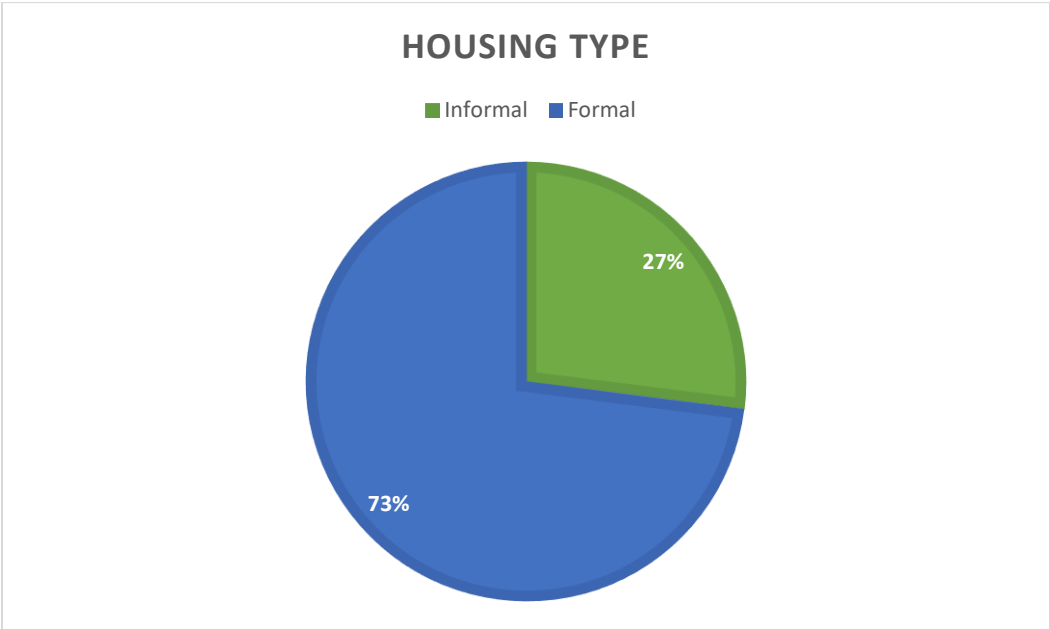
6.3 Provision of Interim services in Mozambique

Table 6.5 Access to a housing structure

Access to Housing	Interval	Percentage
Yes	15	100%
No	0	0%
Total	15	100%

Source: (Field Survey, 2016)

Figure 6.5 Types of Housing



Source: (Field Survey, 2016)

Table 6.5 and figure 6.5 show the statistics of the level of access to housing and the type of housing the people have access to in this study. The research conducted revealed that 100% of the people in aMaoti-Mozambique have access to some form of housing but of that 100% of people that have access to housing. About 73% of the people that have formal housing has been constructed at their own expense over their period of stay in the settlement. Formal housing with regards to this study is housing that has been constructed with materials such as bricks and blocks whereby the units look suitable but are not in line with building standard, therefore, being inadequate. The BNG housing policy noted that the 1.6 million houses built in the previous years did not become valuable assets in the hands of the poor (Department of Housing, 2004). Thus the BNG housing policy intended to move away from the quantity delivery of houses to quality (Tissington, 2011). This was going to be achieved through ensuring better bigger houses than that of the HWP (Department of Housing, 2004).

About 27% of the people of aMaoti-Mozambique still reside in an informal housing which has been constructed on raw materials such as corrugated iron, wood, mud and clay, and others off recycled bricks and blocks. Based on table 9 and 10, this information goes to show that government intervention in providing adequate housing in informal settlements is still needed. The provision of interim services is the first immediate step in the provision of the adequate housing via the UISP programme that has been scheduled for this informal settlement in response to the Housing Act (1997) principle, stating that everyone has the right to housing.

Based on the research conducted through the informal settlement of aMaoti-Mozambique, the people were aware that there are UISP taking place in the neighbourhood. Neighbouring sites to aMaoti-Mozambique such as aMaoti-Angola, aMaoti-Geneva, and aMaoti-Tanzania have all began their incremental housing upgrades. Some of these sites are already erected with new housing development and others are still relocated to a temporary site until the housing development is ready to be inhabited. In contrast, various other mechanisms were recommended by the BNG policy to ensure sure that houses are built in well-located areas. They include accessing well-located state-owned and para-statal land (Department of Housing, 2004). This, in

essence, is what the Department of Human Settlements tries to achieve but realistically the upgrading of housing is the more viable option as people erect housing where they please due to their own conveniences and accessibility as opposed to the one's government provides.

AMaoti-Mozambique is still in the first phase of the housing upgrade as they are only provided with interim services now. Per officials and professionals of the in-situ upgrades, the people of aMaoti-Mozambique are projected to have permanent housing and basic services by 2021. The people of aMaoti-Mozambique are aware of this information at it has been liaised with them during community meetings. Interim services were ready to be utilised in 2011, but as time goes, new interim and permanent services are being provided as there is a high demand for them in this settlement.

Plate 6.1 shows the relocation site that the people get sent to when their respective area is being upgraded. This area is 20 km away from aMaoti-Mozambique.

Plate 6.18 Temporary Housing



(Source: Field Survey, 2016)

Per the participants of this study, the community of aMaoti-Mozambique was involved in the mapping process of Mozambique to assist the contractors (Bosch Stemele) to create a GIS map of the settlement. The community was also involved during the concept phase by expressing what their priority needs are which were mainly water, sanitation, and electricity. The community was also later involved during the construction phase of interim services as EWS had enforced that the contractors, Bosch Stemele, Aurecon and MK Civils use 40% of the aMaoti-Mozambique residents as a labour force for the project.

Table 6.6 Satisfaction with the Municipality’s Effort to the Provision of Interim Services

Municipality Doing Enough	Interval	Percentage
Yes	11	73%
No	4	27%
Total	15	100%

Source: (Field Survey, 2016)

Table 6.6 shows that 73% of the people of aMaoti-Mozambique’s perception on the eThekweni municipality is that they are addressing their needs with the provision of interim services and incremental housing upgrades. The 73% of people that feel the eThekweni municipality is doing enough for them feel this way as the participants stated that they see housing upgrades taking place in surrounding informal settles such as aMaoti-Angola and the interim services provided are already making their lives more convenient. About 27% of the people feel the eThekweni municipality is not doing enough to address their living standard in the study area. The 27% that feel this way, do so because they still do not have a permanent housing structure with permanent services. As suggested in the Housing Code (2009), community participation is vital for any successful housing upgrade project as households are kept informed of the development process.

6.3.1 Assessment of Water & Sanitation Provision in aMaoti-Mozambique

In South Africa, the provision of water for all is a human right. The constitution of the Republic of South Africa (1996) section 27 (2), as thoroughly explained in chapter three

of this study, states that every citizen of South Africa has the right to clean potable water and the government should take judicious judicial actions within its available resources to accomplish the liberal realisation of this right (Dwaf, 2002). In the realisation of section 2 (a) of the Water Services Act 108 of 1997, endured the right of South African citizens to have access to basic water supply and sanitation provision which is essential to safeguard an environment that is not harmful to the health of its citizens (Dwaf, 2002). Moreover, the policy of Free Basic Water has made it probable for the delivery of free basic water to numerous households in South Africa especially those residing in informal settlements who cannot pay for a basic water source (Dwaf, 2002).

The Water Services Act of 1997 paved the way for households that are poverty stricken with the provision of satisfactory sanitation facilities. The delivery of safe sanitation has become the obligation of local government because local government has the capacity to deliver planned and upgraded sanitation that is combined with adequate water supply in conjunction with other civic services. Sanitation intervention by local government has been in the form of VIP's, chemical toilets, and the provision of ablution blocks (CSIR, 2000). Based on the researchers' observations in conjunction with the municipality's specifications of the ablution blocks it was clear to see that each block consists of a separate component for males and females that consist of flushable toilets, sinks, showers, exterior larger sinks to do washing and the lighting is powered via solar components on the roof of the containers (eThekweni, 2011).

Prior to the provision of interim services of stand-pipes ablution blocks the people of aMaoti-Mozambique made their own means of accessing water and sanitation. Water was accessed through a river that runs through aMaoti. Over the years, the then ward councillor requested the municipality for water tankers that would drive through aMaoti daily. In some parts of aMaoti, these tankers still deliver water to aMaoti for those that do not have an easy access to water. For sanitary purposes, before interim services were provided, people in aMaoti-Mozambique made man-made pit latrines and 'long-drops' to carry out their sanitary needs or alliteratively use bushes.

Plate 6.19 Water Tanker for provision of Water

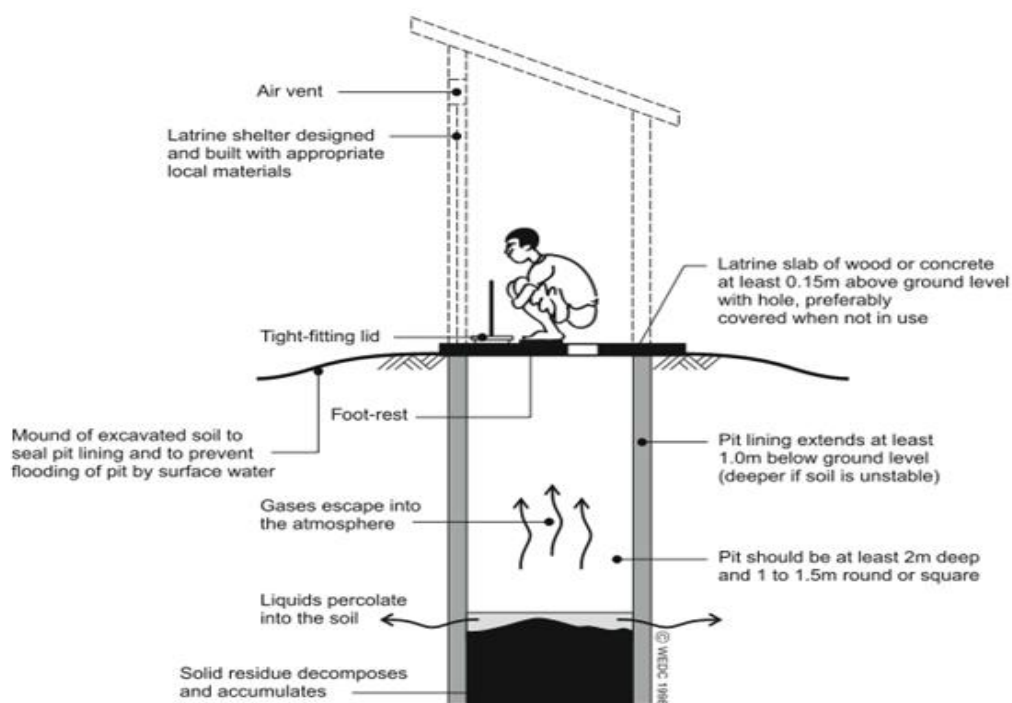


(Source: Field Survey, 2016)

Plate 6.2 above shows one of the water tankers that drives through aMaoti and delivers water to the community. These tankers drive around the settlement and stop where there are a lot of people waiting for water and the people come to the truck with buckets and help themselves to water. The truck does this routine until it is out of the water.

Figure 6.6 above diagram shows the operations of a Pit Latrine that was used in aMaoti-Mozambique and is still used in some parts of aMaoti including Mozambique.

Figure 6.6 Diagram of Pit Latrine



(Source: Harvey et al., 2002)

Table 6.7 Access to water

Access to Water	Interval	Percentage
Yes (abluion block)	9	60%
Yes (Standpipe)	6	40%
No	0	0%
Total	15	100%

Source: (Field Survey, 2016)

Table 6.7 shows the percentage of the people with and without access to water in aMaoti-Mozambique. About 60% of the people from the study area have access to water in the form of abluion blocks as explained earlier in this chapter that they have taps in the interior and exterior of the container. People bring their buckets to collect water to utilise in their households. 40% of people use standpipes to collect water that was installed in the settlement before the interim services program was implemented in aMaoti-Mozambique. The standpipes have been in the settlement since 2010. Based on the research conducted, it was revealed that everyone in aMaoti-Mozambique has access to

water and fulfilled Section 27 (2) of the Constitution of the Republic of South Africa's right for every citizen of South Africa to have clean and safe drinking water.

Table 6.8 Access to Sanitation

Access to Sanitation	Interval	Percentage
Yes (Ablution block)	10	67%
Yes (Pit Latrine)	5	33%
No	0	0%
Total	15	100%

Source: (Field Survey, 2016)

Table 6.8 shows the percentage of access to sanitation in aMaoti-Mozambique. 67% of the people carry out their sanitary uses in ablution blocks that are placed throughout the settlement. 33% of the people still use pit latrines as they are already constructed on their land and are more convenient than walking to the ablution blocks. Therefore, all the people in aMaoti-Mozambique have access to sanitation as per the Water Services Act of 1997 intended.

6.3.2 Assessment of the Provision of Electricity in aMaoti-Mozambique

The electricity that has been provided in the informal settlement has been delegated by the Constitution of the Republic of South Africa and sanctioned in the Bill of Rights. The state has the duty to guarantee that people who reside in informal settlements are provided with secure and safe electricity which is also a basic need, therefore, being the municipalities' responsibility to provide it. With the Integrated National Electrification Programme been introduced, it has safeguarded the provision of electricity of poor households residing in rural areas, urban areas, informal settlements, and formal housing (Department of Energy, 2011). The Free Basic Electricity policy in South Africa has the primary objective of liberating informal settlement through the provision of an affordable supply of electricity to poor households. The provision of electricity aided poor households to access the socio-economic benefits provided by the Integrated National Electrification Programme (Mapako and Prasad, 2005).

Table 6.9 Access to electricity

Access to Electricity	Interval	Percentage
Yes (Meter)	2	13%
Yes (Coupon)	10	67%
Yes (illegal connection)	3	20%
No	0	0%
Total	15	100%

Source: (Field Survey, 2016)

Table 6.9 above shows the breakdown of the types of access to electricity in aMaoti-Mozambique in percentages. 13% of the people in aMaoti-Mozambique use meter run electricity, 67% use a coupon which is more affordable and the dominant preference of many people in this settlement. 20% of the participants admitted to connecting their electricity illegally as many people in this settlement do so and have become a norm that also carries high injury and death risks. This data revealed that everyone in aMaoti-Mozambique has access to electricity though the electricity is no free (excluding illegal connections), the affordable power supply is being provided as per the Free Basic Electricity policy in South Africa.

Before electricity was supplied in the study area, people used candles to bring light to their households when it gets dark, and apart from that, people were still able to survive with no electricity. The only difference is after the provision of electricity, people's lives have been simpler and more productive in some instances whereby people have used that electricity to start their own businesses that could not have been possible to start without electricity.

6.3.3 Assessing the Provision of Roads & Footpaths in aMaoti-Mozambique

The National Housing Code (2009) and its UISP assist in making funding available for the provision and implementation of interim and permanent municipal infrastructure, such as pedestrian roads and footpaths and roads to informal settlements. The delivery of municipal services and infrastructure helps with the severe living environments faced in

informal settlements. Moreover, the delivery of municipal services certifies that settlements are reachable allowing for an easy access to vehicles that makes it convenient for when an emergency takes place and relevant emergency vehicles such as an ambulance, needs to access the settlements due to such things as fires.

Based on the field surveys and observations undertaken in this study, 100% of the people of aMaoti-Mozambique have access to roads, whether informal or informal. Most parts of aMaoti have tar roads but in aMaoti-Mozambique there is only one tar which is the main road in this area. The rest of the access roads in aMaoti-Mozambique are interim roads which have been temporarily cleared and compacted for vehicles to utilise. Footpaths have been man-made and have been kept that way and not reconstructed as this is what the community sees convenient for them. The main road is not maintained by anyone but when there are potholes, the ward councillor is notified by the community and the eThekweni Municipality comes and does repairs.

Before there were roads in aMaoti people created their own footpaths and utilised that as there was no other option for them. Now there is a four-meter interim road that emergency vehicles such as ambulances and fire trucks can utilise if there is an emergency. The interim road is predominantly used by taxis in the study area.

Table 6.10 shows that 87% of the people of the case study area feel the municipality is progressing in the provision of roads in aMaoti-Mozambique as they can see the gradual upgrades and development of the road as time goes by. Also, by looking at neighbouring settlements people can see that they too will get tar roads like their neighbouring informal settlements.

Table 6.10 Satisfaction with the Municipality Doing Enough to Provide Access Roads & Footpaths

Is the Municipality Doing Enough	Interval	Percentage
Yes	13	87%
No	2	13%
Total	15	100

Source: (Field Survey, 2016)

Only 13% of the people of aMaoti-Mozambique are not happy with the efforts of the municipality and the provision of roads and interim roads. The unhappiness emanates from the perspective of maintenance as the 13% of unhappy people empathised that there is no adequate drainage as the roads are, most of the time, flooded and have puddles when it rains. The level of litter was a major concern to the 13% of the residents of aMaoti-Mozambique as it builds up over time degrades their local environment.

6.3.4 Waste Disposal

The absence of regulation and management of solid waste in informal settlements can pose a serious health hazard and contribute to global warming as it affects the environment negatively. The suitable administration of domestic solid waste can certainly contribute to the welfare of poor households, improving environmental quality, improving the health of informal settlements by reducing illnesses and improving sustainability by protecting environmentally delicate areas such as wetlands and waterways. According to the National Treasury (2011), poverty levels can be reduced through waste management by the creation of innovative job opportunities and contributing to Local Economic Development (LED) of informal settlements.

Table 6.11 Access to Waste Disposal

Access to Waste Disposal	Interval	Percentage
Yes	13	87%
No	2	13%
Total	15	100%

Source: (Field Survey, 2016)

Table 6.11 shows that 87% of the people of aMaoti-Mozambique have access to waste disposal facilities. These waste disposal facilities are in the form of large tipper-truck waste disposal containers that people can utilise and a DSW truck collects the waste weekly as seen in plates 5.4, plate 5.5 and plate 6.3 below. Prior to the provision of these waste disposal containers, people just dumped their waste anywhere in the informal settlement which degrades the environment by the waste flowing into storm water drains and rivers. The level of pollution in aMaoti-Mozambique has been decreased significantly due to the provision of these interim containers.

13% of the people in aMaoti-Mozambique still do not have access to waste disposal facilities. This is primarily due to the lack of space to place a waste disposal container as they are quite large and a DSW truck must be able to have space to empty the container. 13% of the people have made their own waste disposal site, which is illegal to dump in, but they do so anyway as they have no other option. According to information provided by the ward councillor, future housing development plans of aMaoti-Mozambique will consist of waste disposal facilities that are convenient for all to use, for now, these waste disposal containers are providing an interim relief of pollution.

Plate 6.20 Current Waste Disposal Facility



(Source: field survey, 2016)

6.4 The Use of Interim Services for Livelihood Strategies

As discussed in this dissertation and hypothesised in this dissertation, interim services are key in enabling low-income households to uplift themselves out of poverty and explore various livelihood strategies. The provision of electricity, water, sanitation, roads, and waste management systems in aMaoti-Mozambique has gradually changed the lives of its people positively since the project initially began in 2010. The use of electricity has made life more convenient for people with its use to provide power. Some households have gone beyond and used the provision of electricity to start small businesses such as tuck-shops, taverns, panel beaters, and mechanics apart from others in this dissertation.

The use of water has also enabled people to exercise other livelihood strategies such as car-washes and made the people's lives much easier with regards to hygiene and health as water is key in this aspect. Sanitation systems too are key in alleviating health hazards in which this has been the primary goal of the provision of water and sanitation. Roads are also an important aspect as they bring further development in informal settlements as with roads people can incrementally upgrade their households with the enablement of larger vehicles coming into certain parts of aMaoti-Mozambique. Also with regards to emergency vehicles, roads enable them to be able to respond more effectively to live threatening situations such as fires and illnesses. Footpaths have been left naturally for the time being as they will be planned more thoroughly when the implementation of housing development commences as they too prevent mudslides in some instances.

Table 6.12 Satisfaction with the Provision of Interim Services

Satisfaction with provided Interim Services	Interval	Percentage
Yes	13	87%
No	2	13%
Total	15	100%

Source: (Field Survey, 2016)

Table 6.12 shows that 87% of the people of aMaoti-Mozambique is, to-date, have with the current provision of interim services as they are impacting their lives much more positively. 13% of the people are still unhappy with the provided interim services, and

based on discussions with participants of this study, this is due to some interim services not being conveniently positioned for some households. The response time in fixing some services too was a major concern of some residents as it takes a long time for the municipality to come back to the informal settlement to fix something if it is broken such as standpipes and components of the ablution blocks.

Maintenance of the ablution blocks has been allocated to an employed care-taker by the municipality to create jobs for some people too as there are more than one ablution blocks in aMaoti. The municipality liaises with the care-taker with regards to things that need to be fixed if broken and the replenishment of toilet papers. Based on the responses by participants of this study, most people agree that interim services in aMaoti-Mozambique informal settlements assists households to meet their housing needs incrementally by them having access to basic services that assist them in exploring income generation strategies such as tuck shops that use electricity to operate and water to cook in some scenarios and that the programme stimulates the creation of livelihood strategies. The use of local businesses through the provision of interim services gives an opportunity to local people to get employment. It is suggested that labour-intensive construction methods should be incorporated into the provision of housing and that technologically intensive methods should be reduced (Department of Housing, 2004). The policy states that provincial housing departments and some accredited municipalities will be required to apply the guidelines for the implementation of labour-intensive infrastructure projects under the Extended Public Works Programmes (EPWP) (Department of Housing, 2004). The management and maintenance of a housing stock has also been identified by the policy as one of the activities that would give jobs to neighbourhood (Department of Housing, 2004)

Before there was the provision of interim services in aMaoti-Mozambique, people lived a very rural life. This means that they lived in the urban informal settlement as they would back in rural areas which were not the worst of living conditions. But because the urban informal settlement is becoming increasingly dense, interim services assist not only in creating livelihood strategies but also alleviate the degradation of the environment and reduce health hazards.

6.5 Challenges of the Provision of Interim Services

With the implementation of housing programmes and policies, there are always gaps and challenges that are encountered in practice. Gaps in the Housing White Paper (1994) paved the way for a revision of that policy and brought about the BNG (2004). The provision of Interim Services too has its own challenges that were not considered in theory that beneficiaries encounter. Based on questionnaires, discussions, and observations conducted in this study short and long-term challenges were revealed.

In the short-term phase of the provision of interim services the challenges that were encountered by participants of this study were few. The maintenance of the ablution blocks and standpipes were the main concern for residents as when they are faulty it takes quite a while to address the issue. When burst, pipes are left running water, the sandy areas become muddy and become a challenge to drive through as there is a high level of water that gets wasted on the roads. Reaching a consensus amongst residents on where certain facilities are going to be situated is also a challenge as some facilities are far for some residents and close to others. Negotiations between ward councillor and resident on constructing through some people's sites is also a challenge as some pipes must go through peoples' sites.

The main long-term challenge of the provision of interim services in aMaoti-Mozambique is that the longevity of employment is minimal as local employees are employed from the beginning of construction of interim services until the construction is complete. After construction is complete, people are again left jobless except for an ablution block caretaker. Once an area has been pointed out by the community as a suitable area for a position of a standpipe or ablution block it cannot be later adjusted, as people might think in the beginning that a place is suitable and come across other constraints once services have been provided. Another key long-term issue that is a challenge for the people of aMaoti-Mozambique is that the selection process of the community members to work on the project is not fair, as per the people, the selection process is based on who you know in the community. One of the more recent challenges experienced in aMaoti-Mozambique is due to interim services attracting more people into the settlement. This happens during the interim services period as when the housing development commences, people are already allocated housing.

From a communities' perspective, there are a few challenges that they come across, apart from the above-mentioned ones. Based on the responses of their questionnaires, interim services program is carried out efficiently and the people are getting the maximum benefit of the services provided.

The challenges identified by the PM from EWS with the implementation of interim services in aMaoti-Mozambique during the interview conducted with the researcher of this dissertation where the delays in the completion deadlines of the provision of interims services, negotiations with communities to have services running through their site, and the expanding population of aMaoti-Mozambique. Due to unforeseen circumstances and at time contractors not paying their workers on time, labourers would not pitch for work demanding they get paid before they continue to work. This caused some major delays including unforeseen weather conditions that workers could not work in.

Negotiations with households to have services run through their plots was also a major challenge as in some instances some households had crops where services needed to run through to save on costs of providing services. These households had to be extensively compensated to have services run across their land. The population issue is still a major challenge as in 5 years waiting for housing development, other people move into aMaoti-Mozambique due to the provision of interim services. According to the PM of EWS, this challenge has been mitigated by pinning responsibility on the community to not allow more people to move into aMaoti-Mozambique as the provision of housing will take much longer than anticipated, and this strategy has seemed to be working as the population is growing at a relatively slower rate than 2014.

6.6 Beneficiaries Perception of the Provision of Interim Services

Before services were provided in aMaoti-Mozambique, the concept of Interim Services was unheard of. When participants of the study were questioned with regards to their thoughts on Interim Services before they were rolled out, they were unable to respond as they did not understand what Interim Services are. When the Interim Services project was rolled-out, the ward councillor at the time had to conduct a community meeting whereby people could ask questions and have a say in the project and whether they approve or not. The positive aspect and the success in the roll-out of the interim services project are

that people of aMaoti-Mozambique had their say in the planning phase of the project and the project was not a top-down approach.

Based on careful observation and communication with the various participants and community members, they are happy these interim services have been constructed in their community as they enable them to carry out their daily basic needs more conveniently and mitigate health hazards. The interim services are more than just convenience to the people of aMaoti-Mozambique. The provision of interim services show a sense of incremental upgrading in the settlement as after the provision of interim services, housing development follows, as seen in neighbouring informal settlements. Health hazards and diseases are minimised with the provision of interim services as assessed by the people of aMaoti-Mozambique. The researcher of this study also had the opportunity to speak to one of the staff members of aMaoti clinic, of which the staff member confirmed the level of decline in sicknesses in the settlement post provision of interim services posts the provision of interim services.

6.7 Key Role Players in the Provision of Interim Services

Implementing interim services requires several departments and officials to be involved in the successful implementation of projects. In the case of this dissertation, the eThekweni Water & Sanitation (EWS) department was the lead in terms of conceptualising, planning and implementing the interim services program to respond to the BNG as discussed in chapter four. According to the project manager from EWS, the interim service program is the first to be implemented in South Africa in eThekweni. Key role players identified in the interim services project are eThekweni Municipality Water & Sanitation, eThekweni Electricity, Durban Solid Waste (DSW), eThekweni Municipality Human Settlements/Housing Unit, eThekweni Roads & Stormwater Department, Ward Councillor, Community members an area where services are scheduled to be provided, Community Liaison Officer (CLO), and Contractors.

EThekweni Municipality Water & Sanitation, for the provision of interim services in aMaoti-Mozambique, was the implementing agent for this project. The EWS conceptualised the project and assembled the key role players to successfully implement the project of interim services. EWS had to work very closely with the former Department

of Housing, now referred to as the Department of Human Settlements. As much as the EWS was the main role player in the provision of interim services in aMaoti-Mozambique, they provided the concept and vision of this project, water services in the form of stand-pipes, and ablution facilities. Other services had to be negotiated with other departments to successfully provide a full package of interim services.

EThekwini Electricity, based on the concept provided by EWS, eThekwini electricity also contributed to the project of interim services in aMaoti-Mozambique with the provision of electricity as it also a key basic need in informal settlements. EThekwini electricity has provided 80% of aMaoti with electricity as there are housing developments taking place throughout the whole settlement. In aMaoti-Mozambique, the eThekwini electricity has provided 13% of metered electricity, 67% of prepaid (coupon) electricity, and 20% of electricity connection is still illegal. Illegal electricity is due to the 27% of informal housing and other formal housing units not being able to afford any formal means of electricity. When housing upgrades commence in aMaoti-Mozambique, the eThekwini electricity aims to provide the whole settlement with affordable means of electricity provision as illegal connections are a major risk of injury and deaths in this community.

Durban Solid Waste (DSW), was involved in this project in the form of the provision interim waste management services. Therefore, DSW was part of the planning phases of the provision of interim services as they must be able to pinpoint suitable places in aMaoti-Mozambique to place waste containers whereby the DSW trucks will be able to efficiently collect waste weekly. DSW plays a major role in aiming to keep aMaoti clean and reduce the amount of pollution in the area as pollution in informal settlements is much higher than the rest of eThekwini.

EThekwini Municipality Human Settlements/ Housing Unit is an important role player in the provision of interim services as EWS concept of the provision of interim services must be planned around the eThekwini municipality human settlements division as they are the main key role players in the provision of sustainable human settlements. Future development plans for aMaoti-Mozambique that eThekwini municipality human settlements have, had to be considered when EWS conceptualised the provision of interim services. This is done so to reduce unnecessary costs in future development and

human settlements can utilise the current provision of interim services to carry out their plans of in-situ upgrading by using the already existing interim services and make them permanent.

eThekwini Roads & Stormwater Department, was a key role player in the provision of interim services because, in conjunction with the eThekwini municipality human settlements, eThekwini roads & Stormwater department had to formulate a road and Stormwater network in aMaoti and more specifically aMaoti-Mozambique. Interim roads were planned for and situated in an ideal place of aMaoti-Mozambique where they would become permanent in the future development of this settlement. The interim design of roads & stormwater systems in aMaoti-Mozambique connects with permanent road structures in aMaoti to have a functional road network, Footbaths have not been done by any department now as the already existing man-made footpaths are still functional for the people of aMaoti-Mozambique.

Ward Councillor, is the key community liaison and advisor to the community of aMaoti. Without the acceptance of any project in aMaoti-Mozambique by the ward councillor, no project will be able to be implemented in the community. The ward councillors' role in the provision of interim services in aMaoti-Mozambique was to set up a meeting with the community and methodically explain the importance of the project of interim services and how the community itself would benefit in the form of basic services, future housing development and job creation directed at the community itself. In this study, the ward councillor was for the project as he sees it as bringing a better life for the people that voted for him to be their representative.

Community members were the most important role players in the success of the provision of interim services. Without the community's' acceptance of the project, no project will be able to be implemented in aMaoti-Mozambique or any other community as they would aggressively and physically stop the project. The community was also important in the aspect of getting their ideas and thoughts of where certain services are to be placed at the project is for them so that the project also has a bottom-up approach which is vital to the success of any approach. If it was a top-down approach, the chances of a successful project would be minimal.

Community Liaison Officer (CLO), role in this project was basically to be the mediator between the EWS, ward councillor and the community of aMaoti-Mozambique as the ward councillor cannot physically meet with the whole community to discuss the preliminary stages of the project of interim services. The CLO is as important as the ward councillor as the CLO is the one that transpires information and ideas of the ward councillor to the people/ beneficiaries.

Contractors are fundamental role players in the provision of interim services as they are the ones that design and construct the services planned for by the EWS. In the case of aMaoti-Mozambique, the main interim services which are the ablution blocks were designed by Bosch Stemele as part of the civil works that go into the implementation of the provision of water and sanitary services. MK construction were the main contractors that had to employ 60% of its labourers from aMaoti-Mozambique's community. Hatch Goba was the key role players in the provision of interim roads and stormwater facilities in aMaoti-Mozambique and they also had to employ 60% of the people of aMaoti-Mozambique in the project. The EWS, as the client provides the budget and resources for the provision of interim services. The contractors construct interim services based on the specifications of the EWS designs, plans, and scope of work to successfully provide interim services in aMaoti-Mozambique.

6.8 Interviews with Officials

To fully appreciate and understand what components and procedures go into the provision of interim services, the researcher had to also conduct interviews with the ward councillor of aMaoti-Mozambique and the project manager from the EWS of the provision of interim services. Interviews that were conducted by the researcher were all important in getting more precise data of aMaoti-Mozambique to be able to analyse and assess the provision of interim services in promoting livelihood strategies.

6.8.1 Interview with the Ward Councillor Indicated the Following

An interview conducted with the ward councillor of aMaoti was a very informative one whereby he was more than pleased to answer and share some information with the researcher of this dissertation. The councillor indicated that no one really knows the exact

date of establishment of aMaoti-Mozambique but believes for it to have been around for about 100 years as aMaoti-Mozambique used to be a rural area in the past.

The development plans the councillor shared with the researcher was that of housing upgraded and the provision of housing where there is space to develop. This was transpired through various meetings with the DHS and the community. EWS had approached the councillor with regards to immediate basic needs relief, hence the provision of interim services in aMaoti-Mozambique. The councillor indicated that his role is to be the voice of the people and together with the eThekweni municipality, they have managed to address key issues such as the lack of water, sanitation, electricity and roads and the increase in illnesses before the provision of interim services. The councillor has seen a decline in illness in aMaoti post the provision of interim services and claims the people are happy to see development in their neighbourhood.

Some of the economic opportunities that the councillor has seen in aMaoti-Mozambique are: tuck-shops, selling of crops (small-scale agriculture), car wash's', panel beaters, kiosks, 'kitchens', mechanics, DSTV installers, builders, painter, plumbers, gardeners, electricians, internet café's, to mention a few. These livelihoods are all due to the provision of interim services as without electricity and water most if not all livelihood strategies would not be able to prosper.

Workshops on how promoting livelihood strategies have not been done in the community as people use their own discretion to exercise whatever livelihood strategies they please if they do not harm one another. Workshops that are usually done in aMaoti, are that of addressing crime, health, and teenage pregnancies. Community meetings are usually conducted to propose new developments and programs so that the community can have their say on the proposals and to raise and address issues within the community as the councillor always promotes people to participate in community meeting as they are not for his wellbeing but the peoples.

The ward councillor concluding by stating that he hopes to see more development in aMaoti as the mayor of eThekweni Municipality (Ms. Zandile Gumede) is from aMaoti too. The councillor also stated that the provision of interim services in aMaoti-Mozambique informal settlement has assisted households to meet their housing needs on an

incremental basis, as some households you can see their efforts in trying to self-build their homes and the stimulation of livelihood strategies has increased. The councillor hopes that housing development would uplift the community even more than interim services as that would, according to the councillor, fulfil the lives of the people of aMaoti-Mozambique and create jobs and skills transfer in the construction field.

6.8.2 Interview with the Project Manager Indicated the Following

An interview conducted with the lead project manager from EWS with the researcher of this dissertation was a very insightful one. The project manager defined how communities that are to be provided with interim services are identified, as he explained that informal settlements are the priority in eThekweni municipality. The scale of an informal settlement is the benchmark with a minimum of 35 dwellings as interim services accommodate up to 75 dwellings in a radius of 200m. The order of which of which informal settlements are upgraded was said to be a priority list that was handed down from the DHS of which that list is prioritised in terms of the date of development scheduled. This means that if the date of development is at a later year, those settlements scheduled for housing development in a later year will get interim services.

Interim services that the PM identified that were provided in aMaoti-Mozambique are ablution facilities; electricity; water; roads; waste management systems; and footpaths are currently being designed. The interim services above were ready to be utilised in 2011 apart from the water standpipes which were ready to use in 2010, footpaths are currently being designed to suit future development. The implementation of interim services has assisted the eThekweni municipality with its upgrade projects in aMaoti-Mozambique by providing a top-structure that supports future development. This simply means that all interim services concepts are part of future town planning of interim services, according to the PM of EWS. According to the PM of EWS, interim services provided in aMaoti-Mozambique have a lifespan of about 5 years and beyond, depending on budgets and resources.

In the opinion of the PM of EWS, the strategy of implementing interim services in informal settlements improves communities in several ways apart from providing basic needs. Ideally, all resources that are used to construct interim services would come from the

community, as this would create Local Economic Development (LED) and save on the budget as transportation costs would be significantly reduced. Caretakers for the ablution blocks are employed for each ablution block. During the construction phases of the project, local labour is trained and employed therefore skills transfers and temporary income is achieved. Health hazards are significantly reduced with the provision of interim services along with a sustainable source of water and sanitation supply.

According to the PM, the selection of contractors and consultants is conducted through external contractors which are awarded a tender through public tenders. With regards to communities having their say in the project, the PM interviewed had stated that the community is profoundly involved in the project from its inception phases through community meetings to be able to implement the project successfully. Communities help in identifying what types of services they need and where they would be best situated in the settlement. Another important reason that the community is contacted in the inception phases. This is because some services run across people's plots and negotiations would take place in compensation that household and agreeing or disagreeing to have a service run across their plot of land.

Maintenances of provided interim services are said, by the PM, to be maintained by both caretakers from the community and the community themselves. Workshops of the importance of good maintenance of services and the impact it has on the local environment have been made clear by the EWS to the community. Physical maintenance such as the provision of toilet papers and technical maintenance is done so by the relevant municipality departments but more so the EWS.

The PM interviewee concluded by stating that he envisions that the interim service's programme be applied to other municipalities in South Africa that are faced with the challenges of the need of basic services in informal settlements as the positive outcomes of these are seen annually. According to the PM in other Summits, the EWS has been invited by other metros and municipalities as EWS is at the forefront of the provision of interim services. Livelihood strategies, per PM, are also seen to be inclining post provision of interim services which is a step in the right direction at uplifting informal settlements out of poverty due to the provision of interim services.

6.9 Conclusion

The collection of data with the research methodologies of chapter two of this dissertation, the researcher of this study could collect maximum information in achieving to assess the provision of interim services in promoting livelihood strategies in informal settlements. The use of desktop studies, straight observations, interview, questionnaires, and general conversations with the people of aMaoti-Mozambique assisted the researcher of this study to be able to get factual statistics and information regarding questions that would respond to this studies objectives in assessing if interim services programs are able to promote livelihood strategies; the exploration of the various livelihood strategies initiated in aMaoti-Mozambique; understanding the concept of interim services; identifying the various challenges of interim services from different lenses; identifying and defining the key role players in the success of the provision of interim services; and assisting the researcher to draw up conclusions and recommendations on the findings of this study. Through the data collected through the above mentioned methods, it was assessed that If the program of the provision of interim basic services is implemented properly taking into consideration its intended purposes of providing low-income groups with temporary basic services, it can promote decently and livelihood strategies in informal settlements which in essence approves the hypothesis of this study.

CHAPTER SEVEN: SUMMARY OF FINDINGS, CONCLUSIONS, AND RECOMMENDATIONS

7.1 Introduction

The South African government with its housing policy intends to create an enabling environment that gives housing opportunities to poor households in informal settlements. The UISP contained in the Housing Code (2009) empowers the government to invigorate housing development by encouraging structured in-situ upgrading with a specific end goal to accomplish land and housing security for poor families living in informal settlements. This is accomplished by perceiving and formalising the housing tenure of informal settlement inhabitants and guaranteeing secure living conditions by encouraging the arrangement of sustainable and practical fundamental basic services foundation (Department of Housing, 2009). The purpose of this chapter is to give a summary of key findings, conclusions, and recommendations of the study. The research questions and sub-questions are returned to and put within themed topics to make informed conclusions and recommendations. These questions filled in as a guide to assess whether objectives of the study have been answered.

7.1.1 The Extent to which Interim Services Were Provided

The provision of interim services such as water, sanitation, electricity, waste management, footpaths & roads has been important in this study as it allowed for the assessment of the interim service's programme and services that are provided in informal settlements. The study revealed that aMaoti-Mozambique was provided with electricity, water, sanitation, waste management, and roads. Footpaths in aMaoti-Mozambique was already existing. The provision of electricity is predominantly on a pre-paid basis which is connected to a local electricity grid. The provision of water in aMaoti was in the form of standpipes until the introduction of the communal ablution blocks in 2012 which were inclusive of both water and sanitary provisions. The communal ablution blocks consist of a tap and basin on the exterior and a shower, flush toilet, and sink on the interior. VIP's are also used in aMaoti-Mozambique for sanitary purposes which came before the ablution blocks. With regards to roads, aMaoti-Mozambique had been partially being provided with tar roads. Most of aMaoti-Mozambique was provided with interim roads as

seen in Figure 14 which serve the same purposes and tar roads, but will not be expensive to re-route when housing development takes place in aMaoti-Mozambique.

7.1.2 Access to Basic Services Prior Provision of interim services

The study found that households in aMaoti-Mozambique informal settlements got water from numerous sources such as neighbouring households, local rivers, and standpipes. With regards to sanitation, the study discovered that homemade pit toilets were used prior to the provision of communal ablution facilities. With regards to electricity, this study also revealed that many households in aMaoti-Mozambique used illegal electricity connections to bring electricity into their homes whilst others used candles and firewood for light and cooking respectively, prior to the provision of interim services. The study also established that local waste was disposed of by means of burying and burning whilst others established their own illegal dump sites of which waste just accumulated and no one collected it.

7.1.3 Satisfaction with the Provision of Basic Services

The study discovered that with regards to the provision of water, households were pleased with water provision provided by the municipality as they had access to potable water. The provision of water near to people's homes has made it easier for people to carry out their daily basic needs such as cooking, bathing, washing, and has also evidently created an enabling environment for people to exercise different forms of livelihood strategies. With regards to sanitation, people of aMaoti-Mozambique have been satisfied with the provision of ablution blocks and VIP's as they now have a decent form of sanitation facilities with flushable toilets. The people can now, with the provision of sanitary facilities, relieve themselves with dignity. The provision of sanitary facilities such as the ablution blocks and VIP's has also reduced the levels of health and environmental impacts. The maintenance time could be done at a faster rate as it was the only thing about the ablution facilities people were not pleased about. The study revealed that people from aMaoti-Mozambique were satisfied with interim road provision as it has allowed people with vehicles, family members, visitors, and taxi's to be able to access the study area and reach places in the community which were reached with difficulty before the interim roads were provided. Lastly, the study also revealed that people were satisfied

with the waste management services too as it has made the settlement cleaner and more environmentally friendly as the study also revealed that environmental degradation has been vastly alleviated with the provision of waste management systems.

7.1.4 The creation of livelihood strategies

The study has revealed that in informal settlements livelihoods are practiced in several ways. People tend to create their own livelihoods strategies to make their lives convenient for their households. Without the provision of basic services creating livelihood strategies is a difficult process. With the provision of basic services, especially water and electricity, people can practice better livelihood strategies such as the ones explored in this study. Therefore, the importance of the provision of interim basic services is very important in assisting people living in poor conditions to be able to create livelihoods for themselves. The provision of interim services also responds to the Basic Needs Approach as the fundamentals a human being would need to survive in an informal settlement are addressed with the provision of water, sanitation, electricity. The provision of basic services responds two-fold with the core principle of the Basic Needs Approach where the question of rights vs. needs is imposed, interim services as in intervention in informal settlements responds to both human rights and human needs (Sarlo, 2013). Moreover, the provision of interim basic services creates a better foundation for people to uplift themselves out of poverty by utilising the provision of interim services to be able to develop themselves and their households with dignity such as the provision of sanitation and waste management systems.

In a Neoliberalist ideology, informal settlement dwellers, with the provision of interim services are enabled to incrementally upgrade their homes. This is practiced more if the housing development plans are far from being implemented. In some cases, in aMaoti some residents opted not to receive the government-funded housing as they have already developed their homes into adequate housing that is tailor-made for its inhabitants. The freedom to self-build with the provision of interim services has created a livelihood that is sustainable for the future generation of the people of aMaoti-Mozambique. People that have utilised the provision of interim services have been able to start small business such as the ones mention in chapter six, being: spaza shops, sewing, convenient stores,

taverns, panel beaters, car washes, plumbers, welders, tyre fitment, mechanics, to mention a few, have all been a success contributed to the successful provision of interim services. Government intervention with the provision of interim services can still be improved in implementing new and improved strategies that will benefit communities at a larger scale in terms of income generating methods that are and can be implemented with the provision of interim services.

7.2 Conclusion

The theme of this dissertation has been to assess if the provision of interim services promotes livelihood strategies in informal settlements. The intended goal of the study was to expose the various types of livelihood strategies that people of aMaoti-Mozambique have exercised with the provision of interim services and compare other local and international literature on the same topic. This study also revealed the difference in livelihoods prior and post in the provision of interim services in both the local and international context regarding South Africa, and to assess the level of satisfaction of the residents.

The provision of interim water services in aMaoti-Mozambique has been influential in people being able to create income for their households. With the provision of water, people's lives have evidently been enriched in the form of income generating strategies and general basic need being met. As much as people of aMaoti-Mozambique would like access to water services from their own homes, the interim water services are adequate also create social integration amongst the community. The provision of electricity has been key in most livelihood strategies in aMaoti-Mozambique as some resident has been able to create income-generating livelihood strategies. The major success of provision of electricity is that when interim electricity is installed and illegal connections are done away with as they are hazardous for households and community. The fact remains that some people in aMaoti-Mozambique use illegal connections as it is affordable for their household.

The provision of waste management systems has not created any livelihood strategies for the greater community of aMaoti-Mozambique but has alleviated environmental degradation. A minor few people have been able to create livelihood strategies for

themselves by collecting some of the waste metals and selling them at scrap yards to make a bit of money for themselves. Roads have been a key driver in transportation in and around aMaoti-Mozambique and people have been able to explore different types of livelihood strategies and people are generally satisfied with the interim roads, apart from the dust they leave behind. Sanitation has restored the communities' dignity | them being able to utilise sanitary facilities, comfortably and reduce health hazards that the previous sanitary means created.

This study has been able to address the objectives of this study successfully by uncovering that the provision of interim services does, in fact, promote livelihood strategies beyond the livelihood strategies practiced prior to the provision of interim services. The concept of interim services, globally, is the same but in each country, the level of the provision of interim services differs from context to context. For example, the informal settlement situation in South Africa is not unique but it is different when compared to a first world country. The challenges uncovered in this study have gone to reveal that with all new policies and programs that governments roll out, there will be challenges. These challenges are good to face in a sense that they will pave the way to better the programs and benefit beneficiaries to the fullest.

The conclusive answer to the research question is that the provision of basic municipal services to informal settlements has contributed immensely in creating livelihood strategies and has had other benefits such as the reduction in environmental degradation, health hazards, and social integration. However, it has not stimulated households residing in informal settlements to incrementally improve their housing condition as they are entirely dependent on the housing subsidy to meet their housing need, but interim has assisted some households better their household economic conditions.

This dissertation concludes by stating that, Upgrading Informal settlements is not a simple execution of projects that aim to improve the quality of life for informal settlement dwellers, but it needs to be the result of a good groundwork whereby there must be an understanding of the difficulty of the urban poor's livelihoods experience, the meaning of the 'community' in a settlement, and many other elements that affect the lives of people residing in informal settlements. Only if one understands the real needs of basic services,

can upgrading initiatives can be fruitful. It is thus important that the government of South Africa looks at human settlements and informal settlement upgrading on a larger scale, this means that the upgrading of informal settlements should not be the sole responsibility of Department of Human Settlements and local municipality housing units but of all affected parties including beneficiaries. Instead of a responsibility of multi-sectoral stakeholders (Private and Public sectors) working together in eradicating informal settlements and creating sustainable human settlements (Holder, 2012).

7.3 Recommendations

As indicated by the findings of this study the accompanying recommendations have been recognised to address challenges confronted by households dwelling in informal settlements concerning access to basic services and the creation of livelihood strategies. The recommendations of this study can assist governments in improving policy and practice of the upgrading of informal settlements and focus on the need for the provision of basic services in promoting livelihood strategies in informal settlements in South Africa.

7.3.1 Basic Services and infrastructure provision

The study has found that for aMaoti-Mozambique, basic services such as water, sanitation, electricity, road, and waste management systems, and infrastructure were adequately provided. The study recommends that the participation of community members of recipients of interim basic services should be strengthened and stimulated in the project's conceptualisation and planning phases as this will ensure that the services being provided are in line with the demands of the community as they are the custodians of the infrastructure and services provided.

The UISP (2014) states that it is almost impossible to initiate informal settlement projects without the complete and enthusiastic involvement of the residents. In the South African experiences in informal settlements, there have been several experiences whereby residents were not informed of development projects in their community and the communities literally stop progress and development of those sites. The residents furthermore do not recognise the project as theirs and do everything in their power to make sure the project does not progress in the form of striking and becoming volatile. However, if the affected community is involved from the conceptualisation of a project

and involved from start to finish then the development process of a project becomes a much more responsible for the project and protect as theirs and most importantly become enthusiastic about the project. When communities feel involved in a project, their inputs also make development worthwhile so that projects do not end up being 'white elephants' in neighbourhoods. Advanced approaches should be applied in the provision of basic services, especially water and electricity in the promotion of livelihood strategies.

The study recommends that in the event of provision of basic services the local municipality must make vigorous interim actions to ensure basic services such as water and sanitation are provided inside households, which can be used in future housing developments such as the provision of electricity which is also provided in households to better the livelihoods of informal settlement dwellers. Hemson et al (2004) argue that is widely acknowledged that, with some notable exceptions, internationally there have been delays and distortions in implementing programs which would bring about poverty alleviation and the provision of basic services. Drastic declines in infant mortality and maternal mortality, and significant increases in life expectancy in developing countries, which is the key benefit of this recommendation (Hemson et al., 2004). Therefore focus can be set on the provision of basic serves and these recommendations are implemented, households would be in a better position to make housing improvements even in the form of self-help housing as the enabling approach perpetuates as it would be a simpler way to connect to services provided and house construction.

7.3.2 The Establishment of the Upgrading of Informal Settlements Committees for Service Delivery

This dissertation has revealed that beneficiaries of interim services programs, there were disparities in the aspect of the level of awareness of the type of programs that were to be implemented in aMaoti-Mozambique. Beneficiaries confused housing upgrades with the provision of interim services and questioned when the houses would be upgraded. Though these two fall within the UISP, beneficiaries must be assisted to understand what program will succeed which and the period for each. This dissertation recommends that committees that focus on service delivery should be formulated to fast-track the provision of services that households immediately need in informal settlements

According to Kunene (2010) the creation of Informal Settlements and Upgrading Committees as bodies responsible for overseeing the regularisation and upgrading of settlements is essential in monitoring the implementation of basic municipal services. These committees are vital in managing the involvement of all relevant role players accountable for the delivery of basic services to informal settlements. The committees provide for a coordinated service delivery approach and these committees should be led by the pertinent municipality as they are the local authorities closer to the beneficiaries of basic services residing in informal residents. The committee's role in the development of informal settlements should be to eradicate informal settlements on an incremental housing approach to create sustainable human settlements as per MDG's. This in turn, will assist municipalities to address residents in informal settlements to obtain some form of individual tenure to protect the investments made by households to their structures and other housing improvements initiatives. Harrison (2009) also adds to the benefit of a steering committee in an Informal Settlement Formalises the Upgrading process from a bottom-up approach and not limit the process to a top-down approach. A steering committee created in Joburg (South Africa) looks at Planning, Housing, Infrastructure Services, Environment, Health, Community Development, Joburg Water, and City Power and engages with local government in making housing development more efficient and suitable for its intended market, in this case being the low-income communities. Harrison (2009) further states that steering committees' have been successfully guided housing development in countries such as Brazil, Zambia, and the Philippines

7.3.3 Application of Innovative Technologies of Basic Services

Throughout the world, various technologies in the provision of services have been implemented, for example, the ablution blocks that are provided in informal settlements which were, according to Aurecon CEO Swiegers (2009) a success in Australia and New Zealand are step in the right direction as they provided more than one service in one container. The establishment of Aurecon in South Africa was due to the need for various technologies to be trialled and perfected as we have seen with the communal ablution blocks. Governments should establish a team that is inclusive of informal settlement dwellers, students, and professionals in coming up with new technologies that can be

implemented in informal settlements to better their living conditions as seen with solar panels and Jojo tanks. This can assist governments in having a wide range of options of different technologies that are cost-effective and provide immediate needs satisfaction of informal settlement dwellers and create better livelihood strategies of informal settlement dwellers to better their household income situations. A company that was interviewed by the researcher of this study, Bosch Stemele is another company in South Africa that strives at innovative basic services technologies for the convenience of its user of which the government tenders work to as part of a basic services needs alleviation process.

7.3.4 The Establishment of Livelihood strategy workshops

Livelihoods in informal settlements an important part of the process of eradicating poverty. If people in informal settlements can practice a wide range of livelihood strategies that they can uplift themselves out of poverty instead of waiting for a helping hand from the government. The government already has number of issues such as education, healthcare, and economic status to address. The key benefit of this recommendation is that if local municipalities can create workshops that can explore various ways of creating livelihood strategies that can be adopted from all parts of the world and create a platform to get informal settlement dwellers ideas, then this can assist people in trying to achieve their own means of livelihoods over and above what they are already exposed to. Technologies that proposed by a committee can be used as part of the creation of livelihood strategies and presented to informal settlement dwellers to implement so they can better their livelihoods. This recommendation has not been applied anywhere but the concept of livelihood strategies remains the same, it is enlightening communities about livelihood strategies that would be key in this recommendation.

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ANNEXURES

Annexure 1

Interview Questions: eThekweni Municipality (Interim Services Project Manager)

1. How are communities that are to be provided with interim services identified?
2. How do you decide on the order of informal settlements that need to be upgraded?
3. Which interim services have been installed in aMaoti-Mozambique?
4. When were these interim services installed?
5. How has the implementation of interim services assisted the municipality with its upgrade projects in aMaoti-Mozambique?
6. Per your opinion can this strategy be improved to address challenges imposed by informal settlements?
7. How do you select private contractors/ consultants that are to provide interim services and are they compelled to use community members within the projects implementation phase?
8. Do identified communities have a say in any phases of the process of installation of interim services?
9. Are there any negative impacts/ challenges in the implementation of interim services that have occurred in previous communities? If so, how were they mitigated?
10. Are provided interim services maintained in the aMaoti-Mozambique informal settlement, if so by who?
11. What is the period for interim services to become permanent in the case of aMaoti-Mozambique?
12. What are the challenges that are associated with the provision of interim services?
13. At what phase are community members involved in interim services projects?
14. Do you think the interim services programme can be applied to other municipalities in South Africa faced with challenges of informal settlements?

Interview Questions: Ward Councillor

1. For how long has the aMaoti-Mozambique informal settlements be existing?
2. What are the development plans, with the provision of interim services such as water & sanitation, roads, electricity etc. for the area?
3. Is the municipality involved in any of these development plans, if so to what extent?
4. What are the main complaints of the residents with regards to basic services?
5. What are some of the economic opportunities in the area with the provision of water, electricity, roads, sanitation, etc.?
6. What is the level of satisfaction by residents of aMaoti-Mozambique informal settlements with regards to the interim services which were provided by the municipality?
7. What are the livelihood strategies that you have seen prosper in this settlement after the provision of interim services?
8. Do you host workshops with the community with regards to promoting livelihood strategies?
9. Do you encourage the community to participate in the plans and implementation phase of projects in this community?
10. Do you think the provision of interim services in aMaoti-Mozambique informal settlements has assisted households to meet their housing needs incrementally and/ or whether the programme has stimulated the creation of sustainable livelihood strategies?

Annexure 2

Straight Observation Checklist: aMaoti-Mozambique

Observations will be responding to the following:
1. Do the interim services serve their intended purpose?
2. Do the interim services provided cater for the community?
3. Do interim services provide a platform to exercise livelihood strategies?
4. Do interim services encourage more dwellers to relocate to the aMaoti-Mozambique settlement?
5. Are the services provided well maintained?
6. Is there economic activity taking place in the community?
7. Is the community environment of the informal settlement adequate and free from health risks?
8. Is there a sense of social cohesion in the community due to interim services?
9. Do community members maintain interim services themselves?

Annexure 3

Residents (beneficiaries) Questionnaire (please tick appropriate box)

1. Gender

Male	
Female	

2. Language Spoken?

.....

3. Age

18-25 years	
26-30 years	
31-40 years	
41-50 years	
51-60 years	
61 years and above	

4. Are you the head of your household?

Yes	
No	

5. How many people stay within your household?

.....

6. How long have you been staying in aMaoti-Mozambique?

Less than a year?	
1-10 years	
10-20 years	
20 years and more	

7. Are you originally from aMaoti-Mozambique, if not where did you come from?

.....
.....
.....
.....

8. What was the main reason that brought you to aMaoti-Mozambique?

.....
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.....
.....

9. Are the interim services provided adding value to your daily needs, if so, how?

.....
.....
.....
.....

10. Are you currently employed?

Yes	
No	

11. If yes, what is your occupation?

Skilled	
---------	--

Unskilled	
Self Employed	

12. Are there tuck-shops in the settlement?

Yes	
No	

13. Do you think that the tuck-shops (if any) exist due to interim services?

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14. For how long do you travel to buy necessities like bread, milk etc.?

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15. What are the income generation activities which have been started due to the availability of interim services in this settlement?

.....

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16. How did you access things such as electricity, water and sanitation prior to the provision of interim services?

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.....
.....
.....

17. What is your monthly income?

R0 – R500	
R501 – R1000	
R1001 – R1500	
R1501 – R2000	
R2001 – R3500	
More	

18. Do you have access to housing?

Yes	
No	

19. If yes, what form of housing?

Shack	
Formal	

20. When did you come here (date)?

.....

21. Are you aware of the incremental upgrade in your area?

Yes	
-----	--

No	
----	--

If, yes, when will they start?

.....

22. Was the community involved in any of the phases of the interim services project?

.....

23. Do you think the municipality is doing enough to assist with access to basic services?

Yes	
No	

24. Are you satisfied with your current interim basic services provided?

Yes	
No	

Reason(s) being?

.....

25. Are the services provided well maintained? If so by who?

.....
.....
.....
.....

26. Do you think the provision of interim services in aMaoti-Mozambique informal settlements has assisted households to meet your housing needs incrementally and whether the programme has stimulated the creation of sustainable livelihood strategies?

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.....
.....

27. Do you have access to?

a. Water (Meter/ Coupon) – Please circle

Yes	
No	

b. Basic Sanitation (VIP/ flushing/ mobile) – Please circle

Yes	
No	

c. Electricity (Meter/ Coupon) – Please circle

Yes	
No	

d. Waste disposal

Yes	
No	

e. Roads

Yes	
No	

f. Pathways

Yes	
No	

28. Would you recommend the interim services to other settlements, why?

.....

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.....

29. Is there a road in the settlement, who maintains it?

.....

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.....

30. Is there solid waste in the settlement? If yes, who collects it?

.....

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.....
31. Is there electricity in the settlement, if yes what form?

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.....

32. Is there water in the settlement, what form?

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.....

33. Is there sanitation in the settlement, if yes, what form?

.....
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.....

34. Please indicate your satisfaction with the quality and level of services provided through the interim services project:

a. How satisfied are you with water provided?

Satisfied	
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Partially Satisfied	
Unsatisfied	

For either answer please give reasons:

.....

.....

.....

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.....

.....

.....

b. How satisfied are you with the basic sanitation (ablution blocks) provided?

Satisfied	
Partly Satisfied	
Unsatisfied	

For either answer please give reasons:

.....

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c. How satisfied are you with electricity provided?

Satisfied	
Partly Satisfied	
Unsatisfied	

For either answer please give reasons:

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d. Where did you get these services before they were installed in your community?

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e. After the provision of services, will you continue living here?

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f. What does the provision of basic services mean to you in terms of land tenure, health, housing improvement and relocation?

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g. Do you practice any livelihood strategies?

Yes	
No	

If yes:

h. What livelihood strategies did you practice before the implementation of interim services?

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i. What livelihood strategies do you practice now, with the provision of interim services?

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